

Annual Return 2024/2025

Provider Profile

Provider Information to be published

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

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name: Carmarthenshire County Council Adults and Children's Services

The provider was registered on: 20/09/2018

The regulated services delivered by this provider were:

Hafan Children's Home

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	23/01/2025
Responsible Individual(s)	Tanya Breeze
Manager(s)	Nicola McGrane
Maximum number of places	4

Garreglwyl

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	Gemma Evans
Manager(s)	Natasha Harries
Maximum number of places	5

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 Address	Llwynhendy, Llanelli SA14 9DF

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 Address	Aweltywi Home, Bethlehem Road, Llandeilo SA19 6SY

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 Address	Dolyfelin Homes, Pentre Road St. Clears, Carmarthen SA33 4LR

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 Address	Maes Llewelyn Residential Home, Church Lane, Newcastle Emlyn SA38 9AB

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 Address	Y Bwthyn Residential Care Home, Bigyn Road, Llanelli SA15 1PA

Caemaen 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)	Joanna Szubka
Maximum number of places	30
Service Address	Caemaen Care Home, Coleshill Terrace, Llanelli SA15 3DE

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)	Sharon Jones
Maximum number of places	30
Service Address	Y Plas, Llanelli SA15 4LP

Blaenau Respite Childrens Centre	
Service Type	Care Home Service
Type of Care	Childrens Home

Approval Date	12/12/2018
Responsible Individual(s)	Gemma Evans
Manager(s)	Victoria Griffiths
Maximum number of places	3

Llys Caradog Childrens Centre	
Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/12/2018
Responsible Individual(s)	Gemma Evans
Manager(s)	Tanya Breeze
Maximum number of places	5

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)	Lyndsay McNicholl
Manager(s)	RUTH POWELL, Gail Sinclair
Partnership Area	West Wales
Service Address	Carmarthenshire County Council, 3 Spilman Street, Carmarthen SA31 1LE

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 Address	Llys Y Bryn, Gelli Road, Llanelli SA14 9AD

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)	David Bevan
Service Address	Carmarthenshire County Council, 3 Spilman Street, Carmarthen SA31 1LE

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. Staff access the learning and development THINQ! portal for completing on line mandatory and bespoke training, along with face-to-face training
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	Garreglwyd
Service Telephone Number	07837233885
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	We encourage and support the use of any language used by our children and young people Other communication methods would also include: British Sign Language and/or Sign-Along Makaton Pictures of reference Communication apps

Service Provision

People Supported

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

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

Complaints

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Verbally with each child or young person daily Parents/carers via telephone/planned meetings Feedback questionnaires CLA meetings Education reviews RI Monitoring Reviewing care plans with children and families Social Worker and other professionals' visits Quality of Care reports

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?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>Garreglwyd has a large outdoor park area to the side of the main building which has been recently upgraded to offer a more natural and secluded space where the young people can socialise together or enjoy their own company.</p> <p>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 is to be developed into a garden.</p>
Provide details of any other facilities to which the residents have access	<p>Garreglwyd is situated in the village of Drefach, outside of Llanelli and has access to cafes and retail parks a short distance away including Ammanford and Crosshands together with Parc Trostre in Llanelli.</p> <p>There are local parks, woodland walks, castles and beaches available for children to access.</p> <p>Additional community facilities include cinemas, bowling, soft play areas, climbing walls, swimming pools and country parks such as Llyn Llech Owain and Pembrey Country Park.</p> <p>Schools and health facilities are also within driving distance.</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	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Sign-Along, body signs, pictures of reference, Intensive Interaction and communication aids such as iPads

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Personal plans are developed alongside the young people and those who know them best with an emphasis on building positive relationships that give young people the confidence and support to make their needs known and where necessary, children are supported to communicate their choices and wishes using their preferred communication methods</p> <p>Children are always offered choices and are supported to take part in a range of activities</p> <p>Feedback is always sought to ensure we provide support according to wishes and needs</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>As a residential home, staff have an in depth understanding of each young person's needs, likes and dislikes, care plans are person centred and detailed, including specific information to ensure a consistent, happy stay at the home and have goals for independence and wellbeing.</p> <p>Garreglwyd works closely with each child's family, school and any commissioned services to ensure consistent support plans and achievable outcomes that are specific to them and that the progress of these is documented clearly.</p> <p>The team hold regular meetings where the needs of individual young people are discussed, and plans agreed. Individual multi-disciplinary team and focus groups are held regularly when needed to ensure that support is appropriate and focussed on best outcomes</p> <p>Staff support our young people to attend any medical and health appointments and receive training to ensure they are able to manage any additional health related needs, as well as understand the specific needs of each young person and are supported by staff from the local health board as necessary, ensuring we also promote positive health and wellbeing.</p> <p>Young people's dietary needs inform our weekly menus to ensure they eat a healthy and varied diet where possible, but also understanding the complexities of limited diets for some young people.</p> <p>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</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>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 and where necessary, the home does use agency staff who are subject to the same checks as permanent staff including DBS and reference checks.</p> <p>Staff go through a stringent recruitment process and have an enhanced DBS in place together with or working towards registration with Social Care Wales.</p> <p>All staff have undertaken safeguarding training, whistleblowing, GDPR and various health and safety training such as medication administration and infection control as well as training in managing behaviours that challenge in a positive manner.</p> <p>The home has developed an audit process for health and safety as well as medication checks, which further safeguards children at the home.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The property is well set out and maintained, giving children and young people safe, spacious and familiar surroundings.</p> <p>A daily cleaning schedule is in place and any faults identified and repairs needed are requested through the Property Handyvan Service to ensure a safe environment.</p> <p>Environmental risk assessments are in place and regularly reviewed at the home.</p> <p>Children and young people are assessed prior to admission and their wellbeing and needs identified with consideration to compatibility with others at the home</p> <p>Children and young people are encouraged to be involved in decisions about their care, activities and routines and also to have input into decoration and improvements to our home and garden wherever possible.</p> <p>All About Me plans and risk assessments ensure that children and young people are supported safely and consistently by staff in ways that matter to and for them.</p>

The total number of full time equivalent posts at the service (as at 31 March)	29
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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	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
	Dementia	0
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid	
Contractual arrangements for staff currently in post		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	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	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid

Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	1
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.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Average of 6 staff on shift Day shifts are between 7am and 10pm Shift patterns are usually over 4 days a week for some staff with staff working longer days over 2 days a week At least 2 RCCOs on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 or 2 awake staff overnight depending on need
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	4
Is the information about staff qualifications correct?	Yes
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	19
No. of posts vacant	5

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	7
Infection, prevention & control	4
Manual Handling	2
Safeguarding	8
Medicine management	7
Dementia	0
Positive Behaviour Management	13
Food Hygiene	1

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

Fire Safety Awareness
Behavioural Standards
Whistleblowing
Welsh Language Awareness
Data Protection
Trauma Informed Practice
Trauma Recovery Model
Violence and Domestic Abuse
ACES -Adverse childhood experiences
Gastrostomy
First Aid

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	7
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.	Average of 6 staff on shift Day shifts are between 7am and 10pm Shift patterns are usually over 4 days a week for some staff with staff working longer days over 2 days a week At least 2 RCCOs on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 or 2 awake staff overnight depending on need
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	10
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Business Support Officer Main duties of the post are as follows: To input web based time sheets. To submit petty cash claims ensuring a balance and audit trail, to coordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To check Care First System for newly referred children's details and keep an up to date waiting list. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To keep an up to date log of staff and children contact details. To up date training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.
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	0

Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Maesllewelyn
Service Telephone Number	01239711990
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	Welsh language promotion and the active offer , is made available to all service users to wish to speak Welsh as their first language, English is the dominant language spoken at Maesllewelyn, although there are some small amount of residents with the We4lsh language , however a majority of the staff are fluent Welsh speakers , posters and notices are bilingual, and correspondence is sent bilingually at request

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	68
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	1058.85
If you wish to add further detail or comment regarding the scale of charges please do so below	Figures re cost as on 31st March 2025 Residential £889.94 Dementia Care (Residential) £1058.85

Complaints

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible Individual visits . Residents Quality assurance questionnaires , Residents meetings , Newsletter, Social Worker Reviews , Care plan Reviews , One to One 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?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	The main driveway of the home is surrounded by mature lawn trees , shrubs and other border plants , to the rear of the home there is extensive lawn areas with a larger patio, Cilgwyn unit has its own enclosed garden with raised flowers beds and attractive features offering a safe outside space with those with dementia. All areas have even surfaced pathways and and easily accessible on foot , or by wheelchair users . Adequate seating is also available , car parking facilities are available at the from and the 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 and 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 the residents can sit , and observe the 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. Within ground floor units there are lounge and dining areas decoration and furnishings providing attractive and comfortable areas to relax in . The first floor accommodates a large lounge over looking the driveway , lawn area at the from of the home , with the facilities and furnishing in other units

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.</p> <p>People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act.</p> <p>We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support.</p> <p>We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.</p> <p>Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.</p> <p>We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.</p> <p>The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.</p> <p>Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>40</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire drill , infection control , Thingi training , CM Systems, Deprivation of Liberty Safeguard Training , Continuing Health care training , Medication briefing , staff meetings with RI
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia training , Infection control , QCF 4 , safeguarding B,

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	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	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	1
Infection, prevention & control	5
Manual Handling	0
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding B , Oral health, Medication briefings , Senior staff meetings, Thinqi, CM Systems updates

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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
Is the information about staff qualifications correct?	Yes

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
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	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	5
Infection, prevention & control	5
Manual Handling	5
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.	Oral Health care , digital systems training , CM Training , In house fire drills ,and all other in house training that is made available to the service which is relevant to the role
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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.	8.00 am -2.30 pm x 7, 2.30 pm- 10.00 pm x 6 10.00 pm - 08.00 am x 3
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
Is the information about staff qualifications correct?	Yes
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	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	27
Equality, Diversity & Human Rights	27
Infection, prevention & control	27
Manual Handling	26
Safeguarding	27
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 digital systems this is ongoing to support the care team, oral health care , safeguarding , fire drills in house 4 times yearly , infection control , continence care management
Contractual arrangements for staff currently in post	
No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	27
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08.00am-2.30pm x 6 staff 2.30pm x 9.00/10.00pm x 6 staff
<p>Staff Qualifications</p>	
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	0
Is the information about staff qualifications correct?	Yes
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
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.	1 domestic staff undertaking the NVQ 2 in domestic duties
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
<p>Catering staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	6
Infection, prevention & control	6
Manual Handling	0
Safeguarding	6
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.	2 staff completed NVQ 2 in catering, 1 working towards NVQ Level 3 in catering
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrative assistant - to carry out office duties to include the payroll for all staff at the home , residents safekeeping accounts , banking and keeping regular contact with residents , families and any other queries. Budget reporting for the home and all financial procedures relevant Maintenance Technician - To co-ordinate and carry out repairs to the home environment to ensure that health and safety of the workplace are maintained and kept safe at all times , undertake safety inspections in all areas , fire drills , and general maintenance of the home environment , report any maintenance issues as appropriate
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	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.	Maintenance technician has attended relevant training for digital systems, and another training relevant to the role
Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Hafan Children's Home
Service Telephone Number	07837233885
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	We encourage and support the use of any language used by our children and young people

Service Provision

People Supported

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

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

Complaints

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Verbally with each young person daily Parents/carers via telephone/planned meetings CLA meetings Education reviews RI Monitoring Reviewing care plans with young people and families Social Worker and other professionals' visits Placement meetings House Meetings Quality of Care reports

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
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	There is an enclosed, fenced garden to the rear of Hafan that is accessible to all young people. The garden has: Lawned areas for games including football Sitting Areas Patio Flower Planters Fruit and vegetable planters
Provide details of any other facilities to which the residents have access	Hafan Children's Home is situated in Carmarthen Town and has access to town centre shops, cafes and retail parks a short distance away together with Parc Trostre in neighbouring Llanelli. There are local parks, woodland walks, castles and beaches available for young people to access. Additional community facilities include cinemas, bowling, soft play areas, climbing walls, swimming pools and country parks such as Llyn Llech Owain and Pembrey Country Park. Schools and health facilities are also within walking/driving distance.

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	We support our young people with any forms of communication as identified by need with staff support and training as required

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.

Personal plans are developed alongside the young people and those who know them best with an emphasis on building positive relationships that give young people the confidence and support to make their needs known

Young people are supported to communicate using their preferred communication methods

Young people are always offered choices and are supported to take part in a range of activities

Feedback is always sought to ensure we provide support according to wishes and needs

Regular House meetings take place to ensure young people's voices are heard

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

As a residential home, staff have an in depth understanding of each young person's needs, likes and dislikes, care plans are person centred and detailed, including specific information to ensure a consistent, happy stay at the home and have goals for independence and wellbeing.

The team at Hafan works closely with each child's family, school and any commissioned services to ensure consistent support plans and achievable outcomes that are specific to them and that the progress of these is documented clearly.

The team hold regular meetings where the needs of individual young people are discussed, and plans agreed. Individual multi-disciplinary team and focus groups are held regularly when needed to ensure that support is appropriate and focussed on best outcomes

Staff support our young people to attend any medical and health appointments and are supported by staff from the local health board as necessary, also promoting positive mental health and wellbeing.

The team ensure that young people have the same opportunities as their peers. Although our young people are often in crisis and have complex needs, there is strong belief that with the right support and strategies, learning and leisure pursuits can be as meaningful as possible and will allow them to increasingly develop in the areas of positive social relationships and life skills for independence.

If any young person develops a special interest or skill, it is encouraged and facilitated wherever possible.

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 and where necessary, the home does use agency staff who are subject to the same checks as permanent staff including DBS and reference checks.

Staff go through a stringent recruitment process and have an enhanced DBS in place together with or working towards registration with Social Care Wales.

All staff have undertaken safeguarding training, whistleblowing, GDPR and various health and safety training such as medication administration and infection control as well as training in managing behaviours that challenge in a positive manner.

The home has developed an audit process for health and safety as well as medication checks, which further safeguards children at the home.

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

The property is well set out and maintained, giving young people safe, spacious and familiar surroundings.

A daily cleaning schedule is in place and any faults identified and repairs needed are requested through the Property Handyvan Service to ensure a safe environment.

Environmental risk assessments are in place and regularly reviewed at the home.

Young people are assessed prior to admission and their wellbeing and needs identified with consideration to compatibility with others at the home

Young people are encouraged to be involved in decisions about their care, activities and routines and also to have input into decoration and improvements to our home and garden wherever possible.

All About Me plans and risk assessments ensure that young people are supported safely and consistently by staff in ways that matter to and for them.

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

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	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.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	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

Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	3
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Average of 5 staff on shift Day shifts are between 7am and 10pm Shift patterns are usually over 3 days a week At least 2 RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 or 2 awake staff overnight depending on need
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes
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	5
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Average of 5 staff on shift Day shifts are between 7am and 10pm Shift patterns are usually over 3 days a week At least 2 RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 or 2 awake staff overnight depending on need
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	3
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Business Support Officer Main duties of the post are as follows: To input web based time sheets. To submit petty cash claims ensuring a balance and audit trail, to coordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To check Care First System for newly referred children's details and keep an up to date waiting list. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To keep an up to date log of staff and children contact details. To up date training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.
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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service

Caemaen Residential Care Home

Service Telephone Number	01554 771835
What is the main language through which the service is provided?	Both
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?	66
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	889.94
If you wish to add further detail or comment regarding the scale of charges please do so below	Figures re cost as on 31st March 2025 Residential £889.94 Dementia Care (Residential) £1058.85

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions

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 Caemaen Home are designed for wheelchair access. Care Parking facilities are available at the front of the Caemaen Home providing spaces for staff, visitors and emergency vehicles. Caemaen Home is a short distance from the local park and town centre.

Provide details of any other facilities to which the residents have access	Caemaen Home has access to a hairdresser and chiropodist service. External clothing companies also visit during the year. Caemaen Home has a small lounge for privacy along with a library.
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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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	White boards, iPad

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>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development. People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act. We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support. We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.</p> <p>Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.</p> <p>We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.</p> <p>The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.</p> <p>Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.</p>

The total number of full time equivalent posts at the service (as at 31 March)	24
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Wellbeing CM Digital System Essential Training Additional Management Training Medicines Audit and Incident Management ResQmat Nutrition Pilot Pilot Chemists New Product DOLS	
Contractual arrangements for staff currently in post		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Is the information about contractual arrangements correct?	Yes	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
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.	Personal Resilience A Guide to Mentoring Others Professional Boundaries (Housing) Taking The Lead: A Guide For New Managers Complaints Policy Fostering Fearless and Resilient Teams Resolving Conflict Leading Through Change Essential Training Oral Champion DOLS
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	7
Medicine management	5
Dementia	2
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Drill CM Digital System Essential Training ILM 4 ILM 3
Contractual arrangements for staff currently in post	
No. of permanent staff	4
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
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
Is the information about staff qualifications correct?	Yes
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	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	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	12

Safeguarding	11
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire drill Oral Champion CM digital system Nutritional Hydration Pilot Essential Training ThinQi Pilot Chemistry New Product
Contractual arrangements for staff currently in post	
No. of permanent staff	13
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	12
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.	8:00 -14:30 5 staff 14:30-21:00 3 staff 14:30-22:00 1 staff 22:00- 8:00 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire drill Essential Training ThinQi Pilot Chemistry New Product

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Catering staff

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	0

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

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

Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Essential Training ThinQi Fire Drill Nutrition and Hydration Pilot

Contractual arrangements for staff currently in post

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

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

No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Other types of staff

Does your service structure include any additional role types other than those already listed?	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 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 of our residents.

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

Service Profile

Service Details

Name of Service

Tir Einon

Service Telephone Number	01554 742555
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	43
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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

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	A response from 41 questionnaires sent in quarter two , 16 returned Feedback was very positive , 16 people were either very satisfied or satisfied with the service received. The manager will compile a report based on the feedback received from the questionnaire completed by families and carers. The report will advise on what works well and outline the improvements that Tir Einon will implement .A parent steering group has been established at Tir Einon which is going well. The steering group together with manager and staff came up with new ideas on how to refurbish the rear garden which received Housing with Care grant money to support the work needed to improve the space enhance the wellbeing and safety of individuals accessing respite. Care support plans are detailed and person centred along with risk assessments which are reviewed regularly and in preparation for each respite visit . People and their representatives are actively involved in the review of their care plans.

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 , Objective s of reference, Individual Personalised signs

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>At Tir Einon, we prioritise person-centred service delivery plans that are developed collaboratively with the individual, their relatives, and professionals involved in their support . Our 'team key working' system ensures regular audits to capture necessary changes in a timely manner, making sure that families, carers, and support staff feel heard .</p> <p>We record reviews and file audits on a booking calculation sheet, allowing us to track who has been reviewed and who is due for respite . Staff discuss any changes or new interests during 'De Brief' sessions, and the Senior Worker updates the plan accordingly. This process ensures that individuals' voices are heard, and their preferences are communicated to the staff team .</p> <p>Our seven-week rolling menu in picture format allows cooks to discuss dietary requirements and changes noticed by staff . We have also developed a 'skill matching chart' to ensure planned activities match staff and client interests, providing a pleasurable experience for all .</p> <p>We have introduced a pre-assessment form used with individuals referred to Tir Einon, ensuring their voices are heard during the assessment . Feedback from families and carers in April 2024 indicates satisfaction with the overall quality of care provided</p> <p>We aim to empower individuals by using visual reinforcers and sign-along to facilitate communication and choice Our staff are trained in total communication and PBS to meet the diverse communication needs of those attending Tir Einon.</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 undertaken prior to admission. This includes detailed information about the individual's health needs. Where other professionals are involved, information will also be gathered from them and this may include bespoke training to meet an individual's needs, e.g., PEG feeding, Moving and Handling, Feeding and Swallowing and Epilepsy and Buccal Midazolam. Assessments are under continual review and appropriate professional advice is sought when needed.</p> <p>A comprehensive record of health professionals' visits, emails and phone calls is kept in each person's file. Any issues or concerns are discussed at staff handover for the individuals currently staying in Tir Einon.</p> <p>Due to the nature of the service staff may need to accompany individuals 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. Staff have good relationships with local GP surgery ,if individual's receive emergency respite , they will be registered with the local surgery</p> <p>Staff receive training in relation to Moving and Handling, Epilepsy and Buccal Midazolam, Administration of medication. Bespoke training is provided for individuals who have additional specialist health needs. Some people have been attending the service for several years therefore staff have got to know people very well. They are able to identify non-verbal cues in relation to people's health needs and will contact relevant professionals if they have any concerns</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff adhere to the Wales Safeguarding procedures. Staff complete mandatory safeguarding training, including Safeguarding A & B, which is refreshed every three years. Manager and assistant managers will also complete Safeguarding C. Any safeguarding 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 and RI will complete audit checks during quarterly inspections to the service .</p> <p>Staff are aware of the current policy in relation to reducing restrictive practices and discussions take place during de-briefs. The manager of the service is contributing to the review of the overall restrictive practice guidance within adult services. Equipment is serviced regularly and actions taken to remedy any problems. Health and Safety representatives are aware of any concerns and work alongside the manager and team to address any issues that may arise . Staff are registered with Social Care Wales and are aware of their ongoing development to ensure they meet registration requirements.</p> <p>Tir Einon complies with Social Care Wales and the National DBS policy. All staff possess a valid DBS. Staff compliance is monitored via Human Resources. Staff are subscribed to the DBS update service, which is checked by the manager . All staff are aware and abide by the Code of professional Conduct, it is also discussed during de-briefs.</p> <p>Meetings are 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>

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

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. 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 staff get 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 individuals' needs, and the staffing levels will be adjusted to accommodate this. Although rooms are not individualised the service delivery plan outlines what the individual will need, therefore people have an environmental preparation checklist completed prior to their admission. The staff team wish to make Tir Einon a great place to visit with individuals experiencing positive outcomes during their stay.

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

Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Mental Health in the workplace Fraud awareness Cyber awareness Fire Safety Diabetes ILM Level 2 PBM Key Trainer accreditation
Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	1
Safeguarding	5
Medicine management	2
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Key Trainer First Aid Buccal Midazolam Update Epilepsy update ILM Level 2
Contractual arrangements for staff currently in post	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7 -3 , 2-10. 9.30- 7.30. Average number of staff working on each shift is 1 to 2 seniors
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

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	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	5
Health & Safety	5
Equality, Diversity & Human Rights	7
Infection, prevention & control	17
Manual Handling	9
Safeguarding	9
Medicine management	3
Dementia	0
Positive Behaviour Management	13
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 2 First Aid Diabetes Behavioural Standards Buccal Midazolam Update Epilepsy update Whistleblowing Fire Safety VAWDASV Welsh Language Awareness Mental Health in the Workplace Cyber Awareness Fraud Awareness Data Protection Fraud Awareness
<p>Contractual arrangements for staff currently in post</p>	
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	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	14
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 Average shift is four support workers.
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	6
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing VAWDASV Welsh Language Awareness Data Protection
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Whistleblowing VAWDASV Welsh Language Awareness Data Protection
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Blaenau Respite Childrens Centre
Service Telephone Number	07837233885
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	We encourage and support the use of any language used by our children and young people Other communication methods would also include: British Sign Language and/or Sign-Along Makaton Pictures of reference Communication apps

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	16
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Fees Charged

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

Complaints

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	0

Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Verbally with each child or young person daily Parents/carers via telephone/planned meetings Feedback questionnaires CLA meetings Education reviews RI Monitoring Reviewing care plans with children and families Social Worker and other professionals' visits Quality of Care reports

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A colourful, safe, enclosed garden and play area with murals and safety flooring that is accessed from the back door and is accessible to all children and young people. The garden has: Play equipment Sensory equipment Fruit planters A willow den Outdoor toys and bikes Water and sand play areas Seating areas A gazebo Bespoke climbing frame A rocking donkey
Provide details of any other facilities to which the residents have access	Blaenau Children's Centre is situated in the village of Blaenau, outside of Ammanford and has access to cafes and retail parks a short distance away including Ammanford and Crosshands together with Parc Trostre in Llanelli. There are local parks, woodland walks, castles and beaches available for children to access. Additional community facilities include cinemas, bowling, soft play areas, climbing walls, swimming pools and country parks such as Llyn Llech Owain and Pembrey Country Park. Schools and health facilities are also within driving distance.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Sign-Along, body signs, pictures of reference, Intensive Interaction and communication aids such as iPads

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>Personal plans are developed alongside the young people and those who know them best with an emphasis on building positive relationships that give young people the confidence and support to make their needs known and where necessary, children are supported to communicate their choices and wishes using their preferred communication methods</p> <p>Children are always offered choices and are supported to take part in a range of activities</p> <p>Feedback is always sought to ensure we provide support according to wishes and needs</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>Children come into Blaenau for short breaks, before each visit, the staff prepare for each child, taking specific needs and likes and dislikes into account and activities are arranged accordingly.</p> <p>Staff receive training to ensure they are able to manage any health related needs, as well as understand the specific needs of the children and are supported by staff from the local health board as necessary.</p> <p>Children's plans are person centred and detailed, including specific information to ensure a consistent, happy stay at the home and have goals for independence and wellbeing.</p> <p>Blaenau works closely with each child's family, school and any commissioned services to ensure consistent support plans and achievable outcomes that are specific to them and that the progress of these is documented clearly.</p> <p>The team hold regular meetings where the needs of individual young people are discussed, and plans agreed. Individual multi-disciplinary team and focus groups are held regularly when needed to ensure that support is appropriate and focussed on best outcomes</p> <p>Children's dietary needs inform our weekly menus to ensure children eat a healthy and varied diet where possible but also understanding the complexities of limited diets for some children.</p> <p>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.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>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 and where necessary, the home does use agency staff who are subject to the same checks as permanent staff including DBS and reference checks.</p> <p>Staff go through a stringent recruitment process and have an enhanced DBS in place together with or working towards registration with Social Care Wales.</p> <p>All staff have undertaken safeguarding training, whistleblowing, GDPR and various health and safety training such as medication administration and infection control as well as training in managing behaviours that challenge in a positive manner.</p> <p>The home has developed an audit process for health and safety as well as medication checks, which further safeguards children at the home.</p>

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

The property is well set out and maintained, giving children and young people safe, spacious and familiar surroundings.

A daily cleaning schedule is in place and any faults identified and repairs needed are requested through the Property Handyvan Service to ensure a safe environment.

Environmental risk assessments are in place and regularly reviewed at the home.

Children and young people are assessed prior to admission and their wellbeing and needs identified with consideration to compatibility with others at the home

Children and young people are encouraged to be involved in decisions about their care, activities and routines and also to have input into decoration and improvements to our home and garden wherever possible.

All About Me plans and risk assessments ensure that children and young people are supported safely and consistently by staff in ways that matter to and for them.

The total number of full time equivalent posts at the service (as at 31 March) 15

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

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

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

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1

Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	3
Medicine management	4
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Average of 3 staff on shift Day shifts are between 7am and 9.30pm Shift patterns are usually over 4 days a week At least one RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 awake staff overnight
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	2
Is the information about staff qualifications correct?	Yes
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	8
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	1
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	5
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
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	3
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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.	Average of 3 staff on shift Day shifts are between 7am and 9.30pm Shift patterns are usually over 4 days a week At least one RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 awake staff overnight
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	4
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	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.	Business Support Officer Main duties of the post are as follows: To input web based time sheets. To submit petty cash claims ensuring a balance and audit trail, to coordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To check Care First System for newly referred children's details and keep an up to date waiting list. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To keep an up to date log of staff and children contact details. To up date training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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

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

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

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service

Y Plas Residential Care Home

Service Telephone Number	01554751359
What is the main language through which the service is provided?	Both
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?	889.94
The maximum weekly fee payable during the last financial year?	889.94
If you wish to add further detail or comment regarding the scale of charges please do so below	N/A

Complaints

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Responsible individual visits Residents quality assurance questionnaires Residents meetings Newsletter Social work reviews care plan reviews 1:1 discussions

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?	7
How many dining rooms at the service?	2

<p>Provide details of any outside space to which the residents have access</p>	<p>The Home is accessed via the main driveway which leads to a large carpark at the front entrance. This is surrounded by mature trees and planted borders.</p> <p>Directly outside the entrance there is an attractive seated patio area with potted plants and flower baskets.</p> <p>In the summer months this area is extended to facilitate garden furniture and Gazebo providing many Residents with an enjoyable outdoor facility.</p> <p>All areas at the front of the Home have even surfaced pathways and are easily accessible on foot or by wheelchair users.</p> <p>At the rear of the Home accessed from the lower floor there is a level accessible paved seating area, this is also surrounded by trees on a grassed embankment. This area has a small beach themed feature enjoyed by the Residents.</p> <p>Carparking facilities are available at the front of the Home providing spaces for Staff, visitors, and Emergency Vehicles.</p>
<p>Provide details of any other facilities to which the residents have access</p>	<p>The Main Foyer is a central hub where Residents can sit and observe the comings and goings of the day.</p> <p>There are two main communal lounges one situated on each floor, the one on the lower floor also facilitates a dining area. There is also a separate designated visitors room.</p> <p>Other facilities include a Cinema Room, Hairdressers Salon, Craft Room, and a Vintage Tea Room with several small lounges located throughout the home.</p> <p>The furniture layout in these areas are designed to support engagement and interaction between Residents, with the themed areas also promoting interests and hobbies.</p> <p>Within the lounge areas there is a library corner, music and memorabilia area and television facilities.</p>

Communicating with people who use the service

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

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>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.</p> <p>People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act.</p> <p>We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support. We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>

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

People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.

Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.

We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.

The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.

Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.

The total number of full time equivalent posts at the service (as at 31 March)	26.82
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness Dementia coach Excel Dolls refresher training dealing with discloser sexual harassment DST audit training
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness dolls refresher Dementia Hydration health and well being Champion

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	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	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	0
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
<p>Contractual arrangements for staff currently in post</p>	
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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
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	4
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
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	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>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.	7am-3pm 3pm-9pm 9pm-7am
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	4
Health & Safety	4
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	3
Dementia	0
Positive Behaviour Management	0

Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
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	1
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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.	7-3PM =6PM 3-9PM = 4 Staff 9Pm -7AM =3Staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0

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

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

Induction	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual arrangements for staff currently in post

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Catering 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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	6
Infection, prevention & control	2
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.	HACCAP nutritional QCF level 4

Contractual arrangements for staff currently in post

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrative assistant To undertake clerical duties within Care Homes, supporting the Registered Manager in an efficient and effective manner. Maintenance Technician To promote and maintain effective operation and services of the Care Home by assisting in the general repair and maintenance of the establishment. -

Filled and vacant posts

No. of staff in post	2
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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	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	1
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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Details

Name of Service	Y Bwthyn
Service Telephone Number	01554758911
What is the main language through which the service is provided?	Both
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?	69
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	1058.85
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents Quality assurance questionnaires Responsible Individual Visits 1 to 1 meetings Resident meetings Newsletter Social worker review Care Plan reviews 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?	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	<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. 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. 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. In the attached Day Centre there is a large lounge that is also utilised by the Care Home for bigger entertainment and concert events. 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. 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.

<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>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.</p> <p>People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act.</p> <p>We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support. We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>

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

People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.

Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.

We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.

The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.

Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.

The total number of full time equivalent posts at the service (as at 31 March)	34.85
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Safeguarding	0
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.	DOLS Electronic recruitment training. VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness Excel
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
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.	Diabetic in house training DBS enhanced managing stress in the workplace DBS Barring service DBS training working together my view absence training fraud awareness Behavioral standards in the workplace Cyber awareness in the workplace Wellbeing champion people management engagement event Completed my AWIF VAWDASV Moisture associated skin damage webinar induction training induction to compassionate leadership dementia champion peoples management event safeguarding C DOLS

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

Other supervisory staff	
Does your service structure include roles of this type?	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	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	1
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	3
Safeguarding	2
Medicine management	5
Dementia	2
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness</p>
<p>Contractual arrangements for staff currently in post</p>	
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
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

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

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	6
Safeguarding	11
Medicine management	11
Dementia	4
Positive Behaviour Management	4
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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 2:30pm -9pm 2:30pm -10pm 10 pm -8 am
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
Is the information about staff qualifications correct?	Yes
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	4
Health & Safety	4
Equality, Diversity & Human Rights	20
Infection, prevention & control	11
Manual Handling	12
Safeguarding	11
Medicine management	4
Dementia	3
Positive Behaviour Management	4
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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
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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	18
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No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	3
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.	QCF 2
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1

Is the information about staff qualifications correct?	Yes
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
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	1
Health & Safety	2
Equality, Diversity & Human Rights	6
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
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.	HACCAP course Nutrition and Hydration
Contractual arrangements for staff currently in post	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	5
No. of staff working toward required/recommended qualification	1
Is the information about staff qualifications correct?	Yes

Other types of staff	
Does your service structure include any additional role types other than those already listed?	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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
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.	
Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Dol Y Felin
Service Telephone Number	01994 230039
What is the main language through which the service is provided?	Both
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?	61
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	1058.85
If you wish to add further detail or comment regarding the scale of charges please do so below	Figures re cost as on 31st March 2025 Residential £889.94 Dementia Care (Residential) £1058.85

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	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 need ed.

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?	3
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

<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>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.</p> <p>People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act.</p> <p>We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support.</p> <p>We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.</p> <p>Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.</p> <p>We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.</p> <p>The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.</p> <p>Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.</p>

The total number of full time equivalent posts at the service (as at 31 March)	20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Welsh language awareness Cyber security Fraud awareness Fire safety
Contractual arrangements for staff currently in post	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes
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	25
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	4
Health & Safety	0
Equality, Diversity & Human Rights	14
Infection, prevention & control	15

Manual Handling	12
Safeguarding	17
Medicine management	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.	Whistleblowing Mental Health in the workplace Welsh language awareness Fire safety Behavioural standards Data protection
Contractual arrangements for staff currently in post	
No. of permanent staff	22
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	18
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.	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 Average staffing per shift - Days 6am/6pm Nights 3
Staff Qualifications	
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	6
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	3
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.	Whistleblowing Mental Health in the workplace Welsh language awareness Fire safety Behavioural standards Data protection

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	1
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	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Catering staff

Does your service structure include roles of this type?	Yes
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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	5
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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	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
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.	Food allergen 1&2
<p>Contractual arrangements for staff currently in post</p>	
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	1
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
<p>Other types of staff</p>	
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)
<p>Filled and vacant posts</p>	
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	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Welsh language awareness Whistleblowing Data protection

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Awel Tywi
Service Telephone Number	01558 822556
What is the main language through which the service is provided?	Both
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?	73
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	1058.85
If you wish to add further detail or comment regarding the scale of charges please do so below	the minimum charge is for General Res and maximum charge is for EMI Res

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

The Responsible Individual must prepare the statement of compliance.

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

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

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

There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.

People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act. We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support.

We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.

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.

People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.

We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.

In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.

Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.

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

People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.

All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.

Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.

People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.

Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.

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

People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.

Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.

We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.

The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.

Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.

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	1	
Infection, prevention & control	1	
Manual Handling	1	

Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	working towards ILM level 5 Safeguarding A, B and C VAWDASV Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	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-4pm/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
Is the information about staff qualifications correct?	Yes
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	33
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	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	12
Safeguarding	33
Medicine management	8
Dementia	33
Positive Behaviour Management	0
Food Hygiene	33

Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Safeguarding B Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
No. of permanent staff	26
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	7
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	26
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	6
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0

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

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

Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VAWDASV Safeguarding A Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	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	2
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Catering staff

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	0

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

Induction	0
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
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.	VAWDASV Safeguarding A Essential learning Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	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
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No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	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	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	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Llys Caradog Childrens Centre
Service Telephone Number	07837233885
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	We encourage and support the use of any language used by our children and young people Other communication methods would also include: British Sign Language and/or Sign-Along Makaton Pictures of reference Communication apps

Service Provision

People Supported

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

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

Complaints

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Verbally with each child or young person daily Parents/carers via telephone/planned meetings Feedback questionnaires CLA meetings Education reviews RI Monitoring Reviewing care plans with children and families Social Worker and other professionals' visits Quality of Care reports
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Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	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. The garden has: Play equipment Sensory equipment A willow den Outdoor toys and bikes Water and sand play areas Seating areas Bespoke climbing frame
Provide details of any other facilities to which the residents have access	Llanelli Children's Centre is situated in the village of Cefncaeau, outside of Llanelli and has access to cafes and retail parks a short distance away including Ammanford and Crosshands together with Parc Trostre in Llanelli. There are local parks, woodland walks, castles and beaches available for children to access. Additional community facilities include cinemas, bowling, soft play areas, climbing walls, swimming pools and country parks such as Llyn Llech Owain and Pembrey Country Park. Schools and health facilities are also within driving distance.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Sign-Along, body signs, pictures of reference, Intensive Interaction and communication aids such as iPads

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>Personal plans are developed alongside the young people and those who know them best with an emphasis on building positive relationships that give young people the confidence and support to make their needs known and where necessary, children are supported to communicate their choices and wishes using their preferred communication methods</p> <p>Children are always offered choices and are supported to take part in a range of activities</p> <p>Feedback is always sought to ensure we provide support according to wishes and needs</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>Children come into Llys Caradog for short breaks, before each visit, the staff prepare for each child, taking specific needs and likes and dislikes into account and activities are arranged accordingly.</p> <p>Staff receive training to ensure they are able to manage any health related needs, as well as understand the specific needs of the children and are supported by staff from the local health board as necessary.</p> <p>Children's plans are person centred and detailed, including specific information to ensure a consistent, happy stay at the home and have goals for independence and wellbeing.</p> <p>Llys Caradog works closely with each child's family, school and any commissioned services to ensure consistent support plans and achievable outcomes that are specific to them and that the progress of these is documented clearly.</p> <p>The team hold regular meetings where the needs of individual young people are discussed, and plans agreed. Individual multi-disciplinary team and focus groups are held regularly when needed to ensure that support is appropriate and focussed on best outcomes</p> <p>Children's dietary needs inform our weekly menus to ensure children eat a healthy and varied diet where possible but also understanding the complexities of limited diets for some children.</p> <p>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.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>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 and where necessary, the home does use agency staff who are subject to the same checks as permanent staff including DBS and reference checks.</p> <p>Staff go through a stringent recruitment process and have an enhanced DBS in place together with or working towards registration with Social Care Wales.</p> <p>All staff have undertaken safeguarding training, whistleblowing, GDPR and various health and safety training such as medication administration and infection control as well as training in managing behaviours that challenge in a positive manner.</p> <p>The home has developed an audit process for health and safety as well as medication checks, which further safeguards children at the home.</p>

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

The property is well set out and maintained, giving children and young people safe, spacious and familiar surroundings.

A daily cleaning schedule is in place and any faults identified and repairs needed are requested through the Property Handyvan Service to ensure a safe environment.

Environmental risk assessments are in place and regularly reviewed at the home.

Children and young people are assessed prior to admission and their wellbeing and needs identified with consideration to compatibility with others at the home

Children and young people are encouraged to be involved in decisions about their care, activities and routines and also to have input into decoration and improvements to our home and garden wherever possible.

All About Me plans and risk assessments ensure that children and young people are supported safely and consistently by staff in ways that matter to and for them.

The total number of full time equivalent posts at the service (as at 31 March) 24

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

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

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

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0

Infection, prevention & control	0
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.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	

Does your service structure include roles of this type?	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	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	1
Infection, prevention & control	1
Manual Handling	7
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	7
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<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)	5
No. of part-time staff (16 hours or under per week)	1
<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.	Average of 3 staff on shift Day shifts are between 7am and 9.30pm Shift patterns are usually over 4 days a week At least one RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 awake staff overnight
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	1
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	9
Safeguarding	4
Medicine management	2
Dementia	0
Positive Behaviour Management	12
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection Trauma Informed Practice Trauma Recovery Model Violence and Domestic Abuse ACES -Adverse childhood experiences Gastrostomy First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	14
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	8
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.	Average of 3 staff on shift Day shifts are between 7am and 9.30pm Shift patterns are usually over 4 days a week At least one RCCO on each shift Night shifts are 9pm-7am 1 RCCO sleep in and 1 awake staff overnight
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	5
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Business Support Officer Main duties of the post are as follows: To input web based time sheets. To submit petty cash claims ensuring a balance and audit trail, to coordinate purchase orders, and submit credit card requests, to process all invoicing, to co-ordinate the order and audit trail of Tesco Welfare cards. To check Care First System for newly referred children's details and keep an up to date waiting list. To calculate annual leave and bank holiday totals for staff and keep a log of all hours taken. To keep an up to date log of staff and children contact details. To up date training log from the rota. To calculate additional hours worked by night staff. Also, to submit Admissions and Weekly discharge data.
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	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness Behavioural Standards Whistleblowing Welsh Language Awareness Data Protection

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service

West Wales Shared Lives Scheme

Service Telephone Number	01267 246890
What is the main language through which the service is provided?	Both
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?	105
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Complaints

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In April 2024, 207 questionnaires were distributed to active WWSL carers, individuals, and social workers. As of March 2025, 26.5% of these questionnaires have been returned. A summary report has been compiled to identify strengths and areas for improvement.</p> <p>Staff gather feedback from Shared Lives carers during reviews, ensuring a holistic response from individuals placed, social workers, and Shared Lives carers. If concerns or issues arise, the Business Manager or Team Leader will arrange a visit to discuss further, ensuring that they have the opportunity to be heard and understand the matters of concern early, often preventing further complications or complaints. However, the service responds to complaints and completes MARF (Multi-Agency Referral Form) for adult safeguarding as necessary (Regulation 21). Those using the service also have an opportunity to speak to staff and managers at Champion Groups which are held across Carmarthenshire, Pembrokeshire, and Ceredigion quarterly</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, photographs or pictures and or symbols.

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.

Carers and individuals receive a carer agreement or Personal Plan, respectively, that focuses on strength-based outcomes, highlighting what is important to them and what needs to be in place for them to achieve these goals. We employ various methods to communicate and engage individuals in their plans, such as circles of support and visual aids (Regulation 19). In accordance with Regulation 14, we review Personal Plans quarterly to enhance the quality and consistency of our service. Additionally, we conduct annual surveys with Shared Lives Carers, individuals using the service, their families and professionals to assess service quality and gather suggestions for improvement. These surveys are distributed electronically and in hard copy, with easy-read versions available for individuals or their representatives.

Local engagement is facilitated through Champion Group Meetings and monitoring and review sessions. The Responsible Individual (RI) visits carers and speaks with individuals in placements to gather their views on the provision and support offered by Shared Lives, identifying benefits and barriers to focus on. Carers attending independent panel meetings also have opportunities to share their experiences. Individuals have access to interpreters through Welsh Interpretation & Translation Service (WITS) and advocacy services through 3 CIPA (Three County Independent Professional Advocacy), with options for self-referral, organisational referral, or professional referral via telephone, in-person, or online.

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.

Individuals have a Personal Plan that identifies the support they require to maintain their health and wellbeing as independently as possible. When other professionals are involved, relevant information is gathered and shared with carers, such as epilepsy plans. This information is continually reviewed, and appropriate professional advice is sought as needed.

The competency and performance of staff and carers are crucial to delivering high-quality services and outcomes for individuals (Regulation 29 & 36). We consider the application, assessment, and approval process of Shared Lives (SL) carers as essential quality standards mechanisms, against the regulation and Code of Professional Practice for Social Care Workers, to ensure carers are fit to meet the needs of individuals. Ongoing training and professional development of carers are integral to high-quality provision (regulation 33). Carers are encouraged to commit to training to support individuals effectively and develop necessary skills. All new SL carers are expected to complete an induction programme, and bespoke training is provided for those with additional specialist needs, such as Moving and Handling and Mental Health First Aid.

Monitor and support reviews offer opportunities to discuss how carers are meeting the wellbeing needs of individuals and themselves. A centrally held training matrix ensures training is undertaken (Thinqi) and highlights areas for development. We ensure SL carers have the skills and abilities to meet the needs, requirements, and aspirations of prospective individuals through a comprehensive and transparent matching procedure, which is pivotal to successful placement arrangements.

Conversations with individuals during the completion of their Personal Plan, along with their SSWBA, provide a holistic view of what matters to them and the outcomes they wish to achieve. The Scheme then reviews available carers and allocates a potential match. Introductions and visits with the potential carer and the individual are key to successful arrangements. We ensure that the information used for matching decisions is current, complete, and relevant. Shared Lives supports the prospective individual, SL carer, and Case Manager to participate fully in matching decisions through introductory meetings and accessible information formats.

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

The Shared Lives Scheme adheres to Wales Safeguarding procedures. Scheme staff have been provided with access to the Safeguarding App. Both Scheme staff and carers complete mandatory safeguarding training, including Safeguarding A & B, which is refreshed every three years. Managers within the scheme complete Safeguarding C.

At the point of application and annually thereafter, a Health and Safety checklist is completed to ensure a safe environment. If pets are present, a pet questionnaire is also completed. Identified issues are addressed through appropriate actions, which may include specific risk assessments. We conduct four monitoring and support visits, along with one unannounced visit annually. These visits allow us to assess the environment, observe interactions between carers and those supported, ensure everyone is content, and provide an opportunity for concerns to be raised.

Personal plans are reviewed with individuals every three months to ensure their satisfaction and to provide an opportunity for them to voice any concerns.

The Shared Lives Scheme complies with Social Care Wales and the National DBS policy. All staff and carers working within the Scheme possess a valid DBS. Staff compliance is monitored via Human Resources, while carer compliance is overseen by the allocated worker through monitoring and support paperwork and annual carer reviews. All carers are expected to subscribe to the DBS update service, which is checked by the allocated worker.

Under Regulation 41, the Scheme will notify CIW of any events listed in Schedule 3. Any notifications are reviewed by the Responsible Individual (RI) to identify themes and ensure appropriate actions have been taken.

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

13

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

1

No. of posts vacant

0

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

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

Induction

0

Health & Safety

1

Equality, Diversity & Human Rights

1

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.	VAWDASV Group 1 Leadership Academy Level 2 Safer Recruitment
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	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.	Complaints Procedures Understanding Autism VADASV Essential Learning Intro to Data Protection MH in the Workplace Equality and Diversity Cyber Awareness Fraud Awareness Behavioural Standards Welsh Language Awareness Recognising and supporting Carers
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	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	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	4
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Curiosity Leadership Management Level 3
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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
Is the information about staff qualifications correct?	Yes
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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>-Finance and Monitoring 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>-Recruitment and Training Coordinator - To support and assist in the management and development of Shared Lives services, taking the lead on the recruitment and training of carers to meet local need under the supervision of the Business Manager and in line with regulation and requirements of the service and partner investors</p> <p>-Recruitment and Assessment Officer - To provide high-quality communications and Assessment support for the West Wales Shared Lives and its partners.</p> <p>-Administrative Assistant-To undertake a range of a administrative and clerical duties within the Shared Lives service</p>
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	5
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.	VADASV Essential Learning Intro to Data Protection Mental Health in the Workplace Cyber Awareness Fraud Awareness Behavioural Standards Welsh Language Awareness Recognising and supporting Carers
Contractual arrangements for staff currently in post	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Llys Y Bryn
Service Telephone Number	01554 758132
What is the main language through which the service is provided?	Both
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?	139
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Fees Charged

The minimum weekly fee payable during the last financial year?	889.94
The maximum weekly fee payable during the last financial year?	1058.85
If you wish to add further detail or comment regarding the scale of charges please do so below	Figures re cost as on 31st March 2025 Residential £889.94 Dementia Care (Residential) not provided at Llys Y Bryn £1058.85

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Newsletter</p> <p>Care and Support Plans</p> <p>Service User Guide</p> <p>Information Packs in bedrooms</p> <p>Quality Assurance Questionnaires</p> <p>Resident meetings</p> <p>Social Work Reviews</p> <p>RI Visits and reports</p> <p>One to one discussions</p> <p>Welcome video</p>
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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?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>All external areas of the Home are designed for wheelchair access.</p> <p>There are two main gardens, both are landscaped with lawns, raised plant beds and seating areas.</p> <p>The front garden also has an attractive water feature.</p> <p>Car Parking facilities are available at the front and rear 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>Coffee Shop</p> <p>Y Siop Fach small convenience shop</p> <p>Reablement Kitchen</p> <p>Reminiscence Lounge</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)	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.

<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>There is strong evidence that people using our service feel their voices are increasingly being heard. We have implemented person-centred approaches that prioritise individual preferences, cultural values, and personal goals in both care planning and delivery. Regular reviews and one-to-one sessions provide structured opportunities for individuals to express their views, and feedback mechanisms (such as surveys, comment cards, and family engagement) help ensure these voices influence service development.</p> <p>People are actively involved in decisions about their care and support. This includes choices around daily routines, staffing preferences, and activities, as well as more significant decisions around health, independence, and community involvement. Where individuals lack capacity, we work closely with advocates or family members to ensure their best interests are represented in line with the Mental Capacity Act.</p> <p>We also strive to maximise opportunities for participation and inclusion. Activities are varied and inclusive, reflecting the diverse needs and interests of the people we support. We continuously evaluate our approach through feedback and quality assurance processes, and we remain committed to strengthening co-production and empowerment in all aspects of care.</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>People who use our service are generally happy and feel well supported in maintaining their health, development, and overall wellbeing. We take a person-centred approach that recognises the unique needs, preferences, and goals of each individual. Care and support plans are developed in collaboration with the person, regularly reviewed, and adapted to ensure they remain relevant and effective.</p> <p>We place a strong emphasis on physical and emotional wellbeing, encouraging healthy lifestyles, access to medical care, and opportunities for meaningful activity. Our staff work closely with health professionals, therapists, and community services to promote continuity of care and timely access to support.</p> <p>In addition to physical health, we prioritise emotional wellbeing. People are encouraged to engage in activities that promote a sense of purpose and connection, which contributes to their happiness and quality of life.</p> <p>Feedback gathered from individuals, families, professionals and staff indicates that people feel respected, listened to, and supported. Where concerns do arise, they are addressed promptly and compassionately. Overall, the service is effective in helping individuals sustain and improve their wellbeing over time.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People using our service generally report feeling safe, valued, and well protected from abuse, neglect, and harm. We have robust safeguarding policies and procedures in place, which are regularly reviewed to reflect current legislation and best practice.</p> <p>All staff receive mandatory safeguarding training and are confident in recognising signs of abuse and following appropriate reporting procedures. A strong safeguarding culture is promoted throughout the organisation, where concerns are taken seriously and responded to promptly and appropriately.</p> <p>Risk assessments are person-centred and aim to balance safety with individual rights and independence. We work closely with external agencies such as social services, health professionals, and safeguarding boards to ensure a coordinated and proactive approach to protection.</p> <p>People are encouraged to speak openly about any concerns and are supported to understand their rights and what to do if they feel unsafe.</p> <p>Overall, the service is effective in creating a safe environment where individuals are safeguarded from abuse and neglect, while being supported to live with dignity and autonomy.</p>

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

People using our service live in accommodation that is designed to promote their overall wellbeing and supports the achievement of their personal outcomes. We are committed to providing high-quality, safe, and comfortable living environments that are tailored to meet individual needs, preferences, and goals.

Each person's accommodation is assessed regularly to ensure it is conducive to their health, comfort, and independence. Where necessary, we make every effort to adjust the physical environment to ensure it meets both practical needs and supports emotional wellbeing. For example, we provide spaces for privacy and relaxation, as well as opportunities for social interaction and engagement.

We adopt a person-centred approach, ensuring that individuals have a say. People are encouraged to personalise their space to foster a sense of ownership and pride in their living arrangements and that their environment reflects their preferences.

The accommodation is also supported by a range of activities and services that contribute to individuals' personal outcomes. We work closely with individuals, families, and professionals to monitor progress against personal goals and ensure that the living environment continues to support people in achieving those outcomes.

Feedback from individuals shows that the accommodation is positively regarded. Additionally, we actively respond to any concerns or suggestions to ensure continuous improvement in the living environment.

The total number of full time equivalent posts at the service (as at 31 March)	49.42
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advocacy Awareness Training DOLS for Care Home Managers Dementia Awareness Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols for managers Attendance management Complaints training Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

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

Staff Qualifications

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

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	8
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	8
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	8
Dementia	2
Positive Behaviour Management	1
Food Hygiene	8

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

Introduction to Data Protection
Mental Health in the workplace
Fraud Awareness
Behavioural Standards
Equality and Diversity
Welsh Language awareness
Whistleblowing
Cyber Awareness in the workplace
Professional Boundaries
SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	29
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	3
Health & Safety	7
Equality, Diversity & Human Rights	28
Infection, prevention & control	9
Manual Handling	6
Safeguarding	10
Medicine management	5
Dementia	2
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Ad hoc training Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness</p>
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	28
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
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	27
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
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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	29
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

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	13
No. of posts vacant	0

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

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

Induction	3
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	7
Manual Handling	7
Safeguarding	9
Medicine management	2
Dementia	6
Positive Behaviour Management	0
Food Hygiene	13

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
No. of permanent staff	11
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	10
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	11
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Domestic staff	
Does your service structure include roles of this type?	Yes
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	12
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness
Contractual arrangements for staff currently in post	
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	2
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	10
Staff Qualifications	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
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	4
Equality, Diversity & Human Rights	7
Infection, prevention & control	0
Manual Handling	2
Safeguarding	7
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing New employee induction Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness

Contractual arrangements for staff currently in post

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	4
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	1
Is the information about staff qualifications correct?	Yes

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
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.	Introduction to Data Protection Mental Health in the workplace Fraud Awareness Behavioural Standards Equality and Diversity Welsh Language awareness Whistleblowing Cyber Awareness in the workplace Professional Boundaries SCW Welsh Language Awareness Construction of beds and equipment Ladder safety
Contractual arrangements for staff currently in post	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
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	3

No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	Carmarthenshire County Council In-house domiciliary care service
Service Telephone Number	01267242472
What is the main language through which the service is provided?	Both
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?	922
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	100
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	2
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
Is the information about complaints correct?	Yes

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Reablement short term service are provided with a satisfaction questionnaire on completion of the service. The Homecare service provides care and support in two extra care facilities and the Homecare manager and RI have attended coffee mornings held for the tenants in the schemes previously and arrangements are in place to continue.</p> <p>The RI undertakes regular home visits/telephone calls 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, identify where we can improve and provides the individual with an opportunity to share relevant information or ask any questions in regard to the service. Surveys are undertaken with individuals and the information gleaned from the surveys, visits, telephone discussions, coffee mornings etc are informs our forward work and training programmes, highlights areas of good practice and identifies areas of improvement.</p>
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Communicating with people who use the service

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

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>From visits and discussions with individuals who use the service, a high percentage state that they are treated with respect, dignity and understanding, staff are respectful of their needs, preferences and wishes and feel empowered to make decisions. Care and support plans are coproduced with individuals or representatives and reflect what matters most to the person and focus on strengths, their daily routine and aspirations. A survey completed in April 2024 highlighted that 97% felt they had the opportunity to express their views, choices and preferences on how their care is received, that staff responded to changing needs, and 100% of respondents felt they were treated with respect.</p> <p>From discussions with individuals and families, it has highlighted that the care and support provided is responsive, inclusive and person centred. Individuals are offered meaningful opportunities to engage in decisions that affect their lives and feel their voices are heard, have genuine choice and control over their care and support. Where concerns have been raised, these have been taken seriously, responded to promptly and feedback provided to individuals. This has ensured that individuals feel the service remains responsive, accountable and fosters trust, transparency and openness. Individuals have stated they have confidence in the service and feel listened to. Surveys for 2025 have recently been sent. We ensure a person-centred approach that listens to each individual's preferences, goals, and feedback is key to delivering care that truly reflects their needs and aspirations.</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 the people who use the service. The integrated home based care team respond to people at home at point of crises to support them at times of crisis for a short period of time. The home based team works alongside the Intermediate Care Multi-disciplinary Team (ICMDT) which includes named GPs, advance nurse practitioners and therapists to support the person at home and to avoid 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. over 90% of individuals who use the service have rated it as excellent.</p> <p>The reablement team also works in an integrated way and plays a vital role in empowering individuals to regain independence and confidence in their daily lives. By offering tailored support, encouragement, and practical assistance, the team helps people maintain their health, continue their personal development, and enhance overall well-being. Through compassionate, person-centred care, they focus on what individuals can do, promoting self-reliance and happiness while reducing the need for long-term support.</p> <p>The long-term home care team provides consistent, compassionate support to individuals who need ongoing assistance to live safely and comfortably in their own homes. By delivering personalised care tailored to each person's needs, preference and wishes, the team helps maintain health, dignity, and quality of life. They build strong, trusting relationships that promote emotional well-being, encourage independence where possible, and ensure individuals feel valued, supported, and secure in their daily lives. Their continued presence offers stability and reassurance, contributing to long-term happiness and overall well-being.</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 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. Senior staff have started to receive safer recruitment training which will ensure a robust recruitment process, a programme is in place for all staff to undertake all Wales safeguarding group B training to support a safe culture where safeguarding principles are embedded, and open conversations are encouraged.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>282</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

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	0
Manual Handling	1
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Recognising and supporting carers Data protection and fraud awareness Leadership Complaints training
Contractual arrangements for staff currently in post	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
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.	Emergency planning DBS digital skills
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	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	10
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	10
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	6
Dementia	1
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Complaints stage 1 Managing stress in the workplace Health and wellbeing Digital skills positive risk taking Looking beyond the label
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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
Is the information about staff qualifications correct?	Yes
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	24
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	3
Health & Safety	15
Equality, Diversity & Human Rights	6
Manual Handling	5
Safeguarding	6
Dementia	1
Positive Behaviour Management	16
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and management - various Fraud awareness medication carer awareness digital skills personal resilience First aid and mental health first aid
Contractual arrangements for staff currently in post	
No. of permanent staff	14
No. of Fixed term contracted staff	10
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	22
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	23
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	281
No. of posts vacant	20
<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	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Manual Handling	59
Safeguarding	52
Dementia	51
Positive Behaviour Management	79
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Carer awareness All Wales medication management for home care infection prevention first aid Palliative Care Welsh Language Fraud awareness
Contractual arrangements for staff currently in post	
No. of permanent staff	265
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	16
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	250
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	200
No. of staff working towards the required/recommended qualification	81
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Service support officer service support assistants Lead business support Business support advisor

Filled and vacant posts	
No. of staff in post	13
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	6
Health & Safety	0
Equality, Diversity & Human Rights	6
Manual Handling	0
Safeguarding	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
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	13
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes