

Annual Return 2023/2024

Provider Information to be published

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

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

Provider name:	Consensus Support Services Limited		
The provider was registered on:	28/10/2019		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Ashbury House		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Christopher Charles	
	Maximum number of places	6	
	Service Conditions	There are no conditions associated to this service	
	Parklands		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Sharlotte Cutts	
	Maximum number of places	5	
	Service Conditions	There are no conditions associated to this service	
	Pool Cottage		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
	Responsible Individual(s)	Lorraine Jackson-Hunt	
	Manager(s)	Andrea Nash	
	Maximum number of places	8	
	Service Conditions	There are no conditions associated to this service	
	The Grange		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	28/10/2019	
Responsible Individual(s)	Lorraine Jackson-Hunt		
Manager(s)	Monica Airinei		
Maximum number of places	6		
Service Conditions	There are no conditions associated to this service		

Ty Machen	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	28/10/2019
Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Lynda Wenner
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
Ty Hendy	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/10/2019
Responsible Individual(s)	Lorraine Jackson-Hunt
Manager(s)	Kayleigh Williams
Maximum number of places	17
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a robust training development team and system, which provides face to face training, virtual training, workbooks, and external training as and when required, all mandatory training and additional training provided. We have introduced in the last financial year our academy's to progress and elevate our staffing with the knowledge and skills to progress further in their careers with consensus. Its important to ensure our staff have the development they need to fulfil their roles.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have advertised to attract more candidates. We advertise across various platforms including WeCare Wales. Our robust selection process includes, telephone interview and face to face interview. To improve retention we have introduced initiatives to support with the retention of colleagues. Continued with our 3 days induction programme which has been successful. Annual career ladder pay rate review has been conducted. Invested in MHFA to improve wellbeing of our colleagues and provide support.

Service Profile

Service Details

Name of Service	Ashbury House
Service Telephone Number	01633881879
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	12.57
The maximum weekly fee payable during the last financial year?	17.13
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus holds house meetings, and keyworker meetings to communicate to the people supported on how the service is operating. We have in place a bulletin, with all information that is sent out to the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of the service, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback from our surveys.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a lovely enclosed garden to the rear of the property, which the people supported use, there is an adapted swing in the garden for the people supported with support or independently. The Garden area has a patio, and a garden shed. The property benefits from side entrance to the garden on both sides of the property. The front of the property has a driveway for vehicles to have off road parking. The front of the property also benefits from having a designated pathway, for ease with wheelchairs. The garden has plants and shrubs for the people supported to enjoy and maintain.
Provide details of any other facilities to which the residents have access	The service has a conservatory on the back of the property which the people supported use for activities and gatherings.

Communicating with people who use the service

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

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.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them.
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.	All people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for both Adults and Children. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

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

14

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

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

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

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

Filled and vacant posts

No. of staff in post	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	manager has completed service specific training such as Autism, PBS, legionella training, fire, EFAW, Oliver McGowan Training, Mental health awareness, boundary training.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
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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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	diabetes, boundary, finance, mental health awareness, fire, Oliver McGowan, EFAW.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<div>Typical shift patterns in operation for employed staff</div>	
<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.</p>	<p>the shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. a morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. waking night support core is provided on a 2:6 ratio.</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<div>Other social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	17
No. of posts vacant	1
<div>Training undertaken during the last financial year for this role type.</div> <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	14
Infection, prevention & control	15
Manual Handling	15
Safeguarding	16
Medicine management	16
Dementia	0
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	boundary, mental health awareness, EFAW, fire, Oliver McGowan training, finance, PBS, information governance.
<div>Contractual Arrangements</div>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	4
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.	boundary, mental health awareness, EFAW, fire, Oliver McGowan training, finance, PBS, information governance.
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Parklands
Service Telephone Number	01633821860
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	15.26
The maximum weekly fee payable during the last financial year?	19.36
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus holds meetings, and keyworker meetings to communicate to the people supported on how the service is operating. We have in place a bulletin, with all information that is sent out to the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of the service, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback from our surveys.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed and any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. Survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.
Provide details of any other facilities to which the residents have access	the people supported at the home have access to an enclosed garden to the rear of the property, which is all level for access for the people supported, there is a gazebo in the garden area. the front of the property have a grass area, and a long driveway to the property. the rear garden area has raised planting beds for the people supported to engage in garden activities in their own garden.

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	body language, facial expressions

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.

Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them. In addition to this the service ensure that people voices are heard through keyworker meetings to ensure they are listened too and supported to have all opportunities available to them to make informed decisions.

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

the people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. Over the last year we have improved these plans, and have implemented our new digital support plans. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.

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

Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.

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

The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

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

12

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

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

Staff Type

Service Manager

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

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc...
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	the shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. a mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. waki ng night core support is provided on a 2:5 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	17
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	5
Health & Safety	15
Equality, Diversity & Human Rights	16
Infection, prevention & control	15
Manual Handling	17
Safeguarding	17
Medicine management	17
Dementia	0
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, recording and documentation, Autism, positive behaviour support

Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	11
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.	the shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. a mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. waki ng night support core is provided on a 2:5 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Pool Cottage
Service Telephone Number	01633412653
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	15.35
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The maximum weekly fee payable during the last financial year?	18.30
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If you wish to add further detail or comment regarding the scale of charges please do so below	
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Complaints

Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	1
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Total number of formal complaints made during the last financial year	1
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also if any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.
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Service Environment

How many bedrooms at the service are single rooms?	8
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How many bedrooms at the service are shared rooms?	0
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How many of the bedrooms have en-suite facilities?	8
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How many bathrooms have assisted bathing facilities?	1
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How many communal lounges at the service?	1
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How many dining rooms at the service?	1
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Provide details of any outside space to which the residents have access	The home has a lovely grounds around the service, it has a gazebo on the side of the property, and raised planting beds around the side of the property for the people supported to plant, plants and take part in garden activities. it has a large garden to the rear of the property. The front of the property has a large car park, and a day centre provision on the grounds.
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Provide details of any other facilities to which the residents have access	The people supported have access to the day service and hydro pool, if required. The home has vehicles too access the community safely and according to their care plans.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	body language, and objects of reference are used to communicate with the people supported

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.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened to.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 14

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 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.

additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, rota management, difficult conversations, supervision etc...

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

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

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.		additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc...
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Wak ing night support core is provided on a 1:7 ratio, pl us the service has a sleep in member of staff durin g the night shift	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	16	
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	3	
Health & Safety	15	

Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	14
Safeguarding	16
Medicine management	16
Dementia	15
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support.
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Wak ing night support core is provided on a 1:7 ratio, pl us the service has a sleep in member of staff durin g the night shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	The Grange
Service Telephone Number	01267226920
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	8.76
The maximum weekly fee payable during the last financial year?	17.88
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus holds meetings, and keyworker meetings to communicate to the people supported on how the service is operating. We have in place a bulletin, with all information that is sent out to the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of the service, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback from our surveys.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	All the people supported have access to a large enclosed rear garden, and garden summer house to the rear of the property. There is a large driveway and garden to the front of the property. Garden furniture and plants in the garden for everyone to participate in gardening and enjoying the garden area.
Provide details of any other facilities to which the residents have access	The service has a conservatory, and sensory room that are accessible and offer additional space for the people supported at the service. The service has its own vehicle to support the people supported to access the community.

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	total communication, facial expressions, objects of reference, and body language.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them. In addition to this the service ensure that people voices are heard through keyworker meetings, and through tenancy meetings to ensure they are listened too and supported to have all opportunities available to them to make informed decisions.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.

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

The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 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 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 0

Positive Behaviour Management 1

Food Hygiene 1

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc...
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision etc...

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning s hifts, afternoon shifts, mid shift, waking night shifts. A morning shift is typically 7am-14.30pm, and after noon shift is typically 14.00pm - 21.30pm, mid shift i s typically 10.00am - 18.00pm, and the waking nigh t shift is typically 21.00pm -07.00am. The service ty pically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1is in addition to the core hours provided. Wakin g night support core is provided on a 2:6 ratio.
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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	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
<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	26
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	13
Health & Safety	26
Equality, Diversity & Human Rights	25
Infection, prevention & control	25
Manual Handling	24
Safeguarding	26
Medicine management	24
Dementia	0
Positive Behaviour Management	23
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support.
<p>Contractual Arrangements</p>	
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	4
<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)	16
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	4
<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.	The shifts patterns that are available are morning s hifts, afternoon shifts, mid shift and waking night shi fts. A morning shift is typically 7am-14.30pm, and af ternoon shift is typically 14.00pm - 21.30pm, the mi d shift is typically 10.00am - 18.00pm, and the waki ng night shift is typically 21.00pm -07.00am. The se rvice typically provides a 1:2 ratio during the day h ours as provided by the core and any individual de dicated 1:1 is in addition to the core hours provided . Waking night support core is provided on a 2:6 rat io.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Ty Hendy
Service Telephone Number	01792886520
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18
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Fees Charged

The minimum weekly fee payable during the last financial year?	10.48
The maximum weekly fee payable during the last financial year?	25.26
If you wish to add further detail or comment regarding the scale of charges please do so below	The higher fee level of £25.26 rate was for funded agency for an emergency placement, so needed to charge agency rate for a period of time until recruited.

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0

Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus ensure that all the people supported were informed via a news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.

Service Environment

How many bedrooms at the service are single rooms?	17
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	17
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	The service has extensive grounds to the front and rear of the property. Long driveway, and the service is hidden in amongst the trees. It has an enclosed garden to the rear. The garden area has a gazebo area. The service has an option of a secure gate if necessary.
Provide details of any other facilities to which the residents have access	The service has it's own vehicle to access the community for the people supported.

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	Yes
List 'Other' forms of non-verbal communication used	body language, objects of reference, total communication

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened to.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	53
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, Oliver McGowan training, etc...

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	Yes
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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	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	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, Oliver McGowan training, etc...

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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

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

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	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	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	7
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, Oliver McGowan training, etc...
<p>Contractual Arrangements</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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	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.	The shifts patterns that are available are morning s hifts, afternoon shifts, waking night shifts. A mornin g shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service t ypically provides a 1:2 ratio during the day hours a s provided by the core and any individual dedicate d 1:1 is in addition to the core hours provided. Wak ing night support core is provided on a 4:17 ratio.

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
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	42
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	41
Equality, Diversity & Human Rights	38
Infection, prevention & control	40
Manual Handling	45
Safeguarding	45
Medicine management	44
Dementia	0
Positive Behaviour Management	40
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support and Oliver McGowan training.
Contractual Arrangements	
No. of permanent staff	42
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
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)	27
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	4

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 4:17 ratio.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	39
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	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.	additional training is provided and is as follows; fire, GDPR, recording and documentation, Oliver McGowan training, etc...
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

0

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

1

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

0

Staff Qualifications

No. of staff who have the required qualification

1

No. of staff working toward required/recommended qualification

0

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

Name of Service

Ty Machen

Service Telephone Number

01633442020

What is/are the main language(s) through which your service is provided?

English Medium

Other languages used in the provision of the service

Service Provision

People Supported

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

6

Fees Charged

The minimum weekly fee payable during the last financial year?

14.19

The maximum weekly fee payable during the last financial year?

17.21

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

Complaints

Number of active complaints outstanding

0

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus ensure that all the people supported were informed via news bulletins, meetings, and communication throughout any changes in the operation of the service, or the care and support. The people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and relationship can be built and maintained throughout. survey are also communicated to families, people supported and all professionals, to ensure feedback is received and listened too and actioned.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a large grounds which are difficult to access, so in order to maximise the facilities for the people supported we installed a large raised decking area, which is accessible to all people supported at the service.
Provide details of any other facilities to which the residents have access	The service has its own vehicle for the people supported to access the community

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	body language and objects of reference

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Consensus also provides a forum called 'Consensus Voices' which allows People we support to come together to discuss matters that are important to them. Consensus Voices is run by our Quality Checkers, who are experts by experience and also live within one of our supported properties. The people that attend the forum set the agenda from one meeting to another about topics that are really important to them, if the people supported at the home do not want to take part then the minutes of these meetings are shared with them. The people supported at the service are the integral part of the care and support process, and are included in keyworker meetings, their 3 month reviews, and annual reviews, to ensure their voices are heard and listened to.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	The people we support have support plans in place that are developed with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach their full potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individual people we support in relation to any challenging or changing presentations.
The extent to which people feel safe and protected from abuse and neglect.	Consensus takes safeguarding concerns seriously and policies are in place for the people we support and staff. We encourage and support our staff to report concerns of a safeguarding nature internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be reported to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investigations undertaken where applicable with lesson learning shared across the organisation.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The people supported are assessed prior to moving into the home, to ensure their care and support needs are met and are compatible with others who reside at the home. This is to ensure their wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also discussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 monthly reviews and outcomes documented as achieved, partially achieved or not achieved and reason why.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	21
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, and Oliver McGowan Training etc..

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, and Oliver McGowan Training etc..
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behavi our support, rota management, difficult conversatio ns, supervision, and Oliver McGowan Training etc..
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	25
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	5
Health & Safety	24
Equality, Diversity & Human Rights	21
Infection, prevention & control	25
Manual Handling	24
Safeguarding	26
Medicine management	25
Dementia	0
Positive Behaviour Management	26
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training is provided and is as follows; MC A/Dols, boundary, person centred planning, life vac , mental health awareness, epilepsy, fire, GDPR, recording and documentation, Autism, positive behaviour support, Oliver McGowan training
<div>Contractual Arrangements</div>	
No. of permanent staff	25
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	4

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

The shifts patterns that are available are morning shifts, afternoon shifts, waking night shifts. A morning shift is typically 7am-14.30pm, and afternoon shift is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service typically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated 1:1 is in addition to the core hours provided. Waking night support core is provided on a 2:6 ratio.

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	2

Domestic staff

Does your service structure include roles of this type?	No
---	----

Catering staff

Does your service structure include roles of this type?	No
---	----

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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