# Annual Return 2023/2024

2024.	completed for you. There are no ad	bout this provider and its associated services on the 31st March ions to complete. This information displayed will be included in the		
Provider name:		Consensus Support Services Limited		
The provider was registered	ad on:	28/10/2019		
The following lists the provider conditions:	There are no imposed conditions a			
The regulated services delivered by this provider	Ashbury House			
were:	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 servi		
	Parklands			
	Service Type Type of Care			
		Adults Without Nursing 28/10/2019		
	Approval Date 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 servi		
	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 servi		

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursi
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 associ
Service Type	Care Home Service
	Adults Without Nursing
Type of Care	
Type of Care Approval Date	28/10/2019
	28/10/2019 Lorraine Jackson-Hunt
Approval Date	
Approval Date Responsible Individual(s)	Lorraine Jackson-Hunt

## Training and Workforce Ranning

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 p rovides face to face training, virtual training, workbooks, and exter nal training as and when required, all mandatory training and addi tional training provided. We have introduced in the last financial y ear our academy's to progress and elevate our staffing with the k nowledge and skills to progress further in their careers with conse nsus. 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 acr oss various platforms including WeCare Wales. Our robust selecti on process includes, telephone interview and face to face intervie w. To improve retention we have introduced initiatives to support with the retention of colleagues. Continued with our 3 days inducti on programme which has been successful. Annual career ladder pay rate review has been conducted. Invested in MHFA to improv e wellbeing of our colleagues and provide support.

## Service Profile

Service Details

Name of Service Ashbury House	
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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 co mmunicate to the people supported on how the service is operatin g. We have in place a bulletin, with all information that is sent out t o the service, to communicate with the people we support so they are involved, and can raise any concerns about the running of th e service, this way they have their voices heard, and can make ch anges, and impact how we operate. We also ensure we seek feed back 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 prop rty, which the people supported use, there is an adapted swing in the garden for the people supported with support or independent y. The Garden area has a patio, and a garden shed. The proper y benefits from side entrance to the garden on both sides of the roperty. The front of the property has a driveway for vehicles to h ave off road parking. The front of the property also benefits from having a designated pathway, for ease with wheelchairs. The gar den 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 <u>guidance</u> 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' wh ich allows People we support to come together to discuss matte rs 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 t he forum set the agenda from one meeting to another about to pics 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 dev eloped with the person at the heart of their care, with input from multidisciplinary teams where applicable. The support plans hel p ensure that we continue to support individuals to reach their f ull potential in all areas of their life. We also provide dedicated positive behaviour support to all people we support on a referra I basis, to ensure that our staffing team remain confident and h ave the applicable skills to understand and support the individu al 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 s upport our staff to report concerns of a safeguarding nature int ernally 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 r eporting process and investigations undertaken where applicab le 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 ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y 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)

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
J.	1
Safeguarding	1
Medicine management	
Dementia	0
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken	1 manager has completed service specific training
pertinent to this role which is not outlined above.	ch as Autism, PBS, legionella training, fire, EFAW
	, boundary training.
Contractual Arrangements	
-	
No. of permanent staff	, boundary training.
No. of permanent staff No. of Fixed term contracted staff	, boundary training.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	, boundary training.
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	, boundary training.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	, boundary training.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	, boundary training.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	, boundary training.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	, boundary training.  1 1 0 0 0 0 0 0 term contact staff by hours worked per week. 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	, boundary training.  1 1 0 0 0 0 0 0 term contact staff by hours worked per week. 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	, boundary training.  1 1 0 0 0 0 0 0 term contact staff by hours worked per week. 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	, boundary training.  1 1 0 0 0 0 0 d term contact staff by hours worked per week. 1 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1         0         0         0         0         0         0         1         0         0         1         0         1         1         1         1         1         1

Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this	No
type?	
Registered nurses	
Does your service structure include roles of this	No
type?	
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
	cifically to this role type only. Unless otherwise ition 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
Set out the number of staff who undertook releva	
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 0
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 0 0
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tranot outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma         can be added to 'Please outline any additional tr         not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma         can be added to 'Please outline any additional tr         not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of volunteers	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma         can be added to 'Please outline any additional tr         not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of Fixed term contracted staff         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours)	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 2
provided is only a sample of the training that ma can be added to 'Please outline any additional tranot outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene         Please outline any additional training undertaken pertinent to this role which is not outlined above.         Contractual Arrangements         No. of permanent staff         No. of volunteers         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixe	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 2 2 2 2 2 2 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. waki ng 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	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	1		
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	3		
Health & Safety	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, OI iver McGowan training, finance, PBS, information g overnance.		
Contractual Arrangements			
No. of permanent staff	15		
No. of Fixed term contracted staff	0		
No. of volunteers	0		
No. of Agency/Bank staff	2		
No. of Non-guaranteed hours contract (zero hours) staff	0		

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 employe	d 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, iver McGowan training, finance, PBS, informa overnance.
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 additiona role types other than those already listed?	No

## Service Profile

ce Details	
Name of Service	Parklands
Service Telephone Number	01633821860
What is/are the main language(s) through which your service is provided?	English Medium
provided	

## Service Provision

People Supported

How many people in total did the service provide care and 5 support to during the last financial year?	
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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 communic ate 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 in volved, and can raise any concerns about the running of the servi ce, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback fr om 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 vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. Th e people supported and their families, or advocates are informed and any changes, to ensure an open and honest rapport and rela tionship 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 ga rden to the rear of the property, which is all level for access for th e people supported, there is a gazebo in the garden area. the fro nt of the property have a grass area, and a long driveway to the p roperty. the rear garden area has raised planting beds for the pe ople 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	

CIW have published <u>guidance</u> on completing the quality of c within the statement of compliance. Set out your statement of compliance in respect to the four	are review which provides advice on what could be contained 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' wi ich 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 he forum set the agenda from one meeting to another about to pics that are really important to them. In addition to this the ser ice ensure that people voices are heard through keyworker me etings to ensure they are listened too and supported to have a 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 s 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 natu re 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 invest gations undertaken where applicable with lesson learning share d 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 heir wellbeing is upheld throughout, and that they are supported to achieve outcomes, these are set on admission and also di cussed and set during 3 month reviews and their keyworker meetings. We ensure that each supported individual will have 3 m onthly 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	12
31 March)	

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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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; M A/Dols, boundary, person centred planning, life va , mental health awareness, epilepsy, recording ar documentation, Autism, positive behaviour suppo rota management, difficult conversations, supervi on 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 fixe	d 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	
	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	

Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Nursing care staff		
Does your service structure include roles of this type?	No	
Registered nurses		
Does your service structure include roles of this type?	No	
Senior social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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 ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	vant training. The list of training categories	
Set out the number of staff who undertook releve provided is only a sample of the training that ma		
Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional t	vant training. The list of training categories ay have been undertaken. Any training not listed	
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	<ul> <li>vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is</li> <li>0</li> <li>2</li> <li>2</li> <li>2</li> <li>2</li> <li>2</li> <li>2</li> </ul>	
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	<ul> <li>vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is</li> <li>0</li> <li>2</li> <li>4</li> <l< td=""></l<></ul>	
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	<ul> <li>vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is</li> <li>0</li> <li>2</li> <li>3</li> <li>4</li> <l< td=""></l<></ul>	
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Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is</li> <li>0</li> <li>2</li> <li>3</li> <li>4</li> <l< td=""></l<></ul>	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is          0       0         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         2       2         3       3         4       4         5       5         6       5         7       5         8       5         9       6         10       7         2       7         2       7         3       6         4       7         4       7         5       7         6       7         7       7         8       7         9       8         10       10         11       10         12       10         <	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0         2         3         4         5         6         7         8         9         10         11         12         2         12         2         13         14         15         16         17         18         19         10         10         110         121         22         131         141	
Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         0         2         3         4ditional 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         2         0         2         0	

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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
to of part-time star (10 hours of 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 shif 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. wakin 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
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate sportstated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 17 0 ar for this role type.
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Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 17 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate sportstated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year. 17 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 5
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         15
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Does your service structure include roles of this type?         Important: All questions in this section relate spotstated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         15         16         17         17         17
Does your service structure include roles of this type?         Important: All questions in this section relate spotstated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         15         16         17         17         17         17         17
Does your service structure include roles of this type?         Important: All questions in this section relate sports stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         5         15         16         17
Does your service structure include roles of this type?         Important: All questions in this section relate spotstated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releve provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         5         15         16         17         17         17         17         17         17         16         17
Does your service structure include roles of this type?         Important: All questions in this section relate sports stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	ecifically to this role type only. Unless otherwise         ition as of the 31st March of the last financial year.         17         0         ar for this role type.         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         5         15         16         17

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 fix	d term contact staff by hours worked per v
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 hifts, afternoon shifts, waking night shifts g shift is typically 7am-14.30pm, and after is typically 14.00pm - 21.30pm, and the ht shift is typically 21.00pm -07.00am. The ypically provides a 1:2 ratio during the d s provided by the core and any individual d 1:1 is in addition to the core hours pro ng night support core is provided on a 2
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	

## 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	

## 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
The maximum weekly fee payable during the last financial year?	18.30
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	1
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Consensus ensure that all the people supported were informed vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. Th e 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 fam ilies, people supported and all professionals, to ensure feedback i s received and listened too and actioned.

## Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a lovely grounds around the service, it has a gaze bo on the side of the property, and raised planting beds around t he side of the property for the people supported to plant, plants a nd 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, an d a day centre provision on the grounds.
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 communit y safely and according to their care plans.

## 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)

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 communicat e 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' wh ich allows People we support to come together to discuss matte rs 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 t he forum set the agenda from one meeting to another about to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these me etings are shared with them. The people supported at the servi ce are the integral part of the care and support process, and ar e included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.
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 de veloped with the person at the heart of their care, with input fro m multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach the ir full potential in all areas of their life. We also provide dedicate d positive behaviour support to all people we support on a refer ral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individ ual people we support in relation to any challenging or changin g 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 natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be repor ted to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investi gations undertaken where applicable with lesson learning share d 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 ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y 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 Yes type? 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 0 No. of posts vacant 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 1 Health & Safety Equality, Diversity & Human Rights 1

Infection, prevention & control 1 Manual Handling 1 1 Safeguarding Medicine management 1 1 Dementia Positive Behaviour Management 0 Food Hygiene 1 Please outline any additional training undertaken additional training is provided and is as follows; MC pertinent to this role which is not outlined above. 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		
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		
Contractual Arrangements	ns, supervision etc		
Contractual Arrangements No. of permanent staff	ns, supervision etc		
No. of permanent staff	1		
No. of permanent staff No. of Fixed term contracted staff	1		
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	1 0 0		

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? Important: All questions in this section relate spe	Yes ecifically to this role type only. Unless otherwise
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise ecifically to this role type only. Unless otherwise ecifically to this role type.
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year 2 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction	2 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	2       0         ar for this role type.       2         ant training. The list of training categories have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0       2
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	2       0         ar for this role type.       2         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2         0         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2         2
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ecifically to this role type only. Unless otherwise         ecifically to this role 31st March of the last financial year         2         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2         3
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	acifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year         2         0         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         0         2
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ecifically to this role type only. Unless otherwise         ecifically to this role 31st March of the last financial year         2         0         ar for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         0         2         3
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	actifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year         2         0         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         0         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 va , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behav our support, rota management, difficult conversation 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 fixe	ed 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 hifts, afternoon shifts, waking night shifts. A morning g shift is typically 7am-14.30pm, and afternoon sh is typically 14.00pm - 21.30pm, and the waking nig ht shift is typically 21.00pm -07.00am. The service 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. Wa ing night support core is provided on a 1:7 ratio, p us the service has a sleep in member of staff during 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
Induction	3
Health & Safety	15
ricalar a Dalety	

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 var , mental health awareness, epilepsy, fire, GDPR, re cording and documentation, Autism, positive behav our support.
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
	1
No. of Agency/Bank staff	
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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
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 shi is typically 14.00pm - 21.30pm, and the waking night shift is typically 21.00pm -07.00am. The service 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. Wal ing night support core is provided on a 1:7 ratio, plus the service has a sleep in member of staff during 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
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	

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

- ·	
Service	Protile

Service Details

|--|

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

Reople 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?	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 communic ate 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 in volved, and can raise any concerns about the running of the servi ce, this way they have their voices heard, and can make changes, and impact how we operate. We also ensure we seek feedback fr om 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 ga rden, and garden summer house to the rear of the property. Ther e is a large driveway and garden to the front of the property. Gar den 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 acces sible and offer additional space for the people supported at the s ervice. The service has it's own vehicle to support the people sup ported 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

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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' wh ich allows People we support to come together to discuss matte rs 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 t he forum set the agenda from one meeting to another about to pics that are really important to them. In addition to this the serv ice ensure that people voices are heard through keyworker me etings, and through tenancy meetings to ensure they are listen ed too and supported to have all opportunities available to the m 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 de veloped with the person at the heart of their care, with input fro m multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach the ir full potential in all areas of their life. We also provide dedicate d positive behaviour support to all people we support on a refer ral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individ ual people we support in relation to any challenging or changin g 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 actio n. Staff are aware of their duty to report all safeguarding, in ord er for this to be reported to external regulatory bodies. All safeg uarding incidents are reported internally via our internal reporting process and investi gations undertaken where applicable with lesson learning share d 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 ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y achieved or not achieved and reason why.
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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)

Service Manager

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	Туре
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Does your service structure include roles of this	
type?	

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.

1

0

Yes

Filled and vacant posts

No. of staff in post No. of posts vacant

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 behav 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 fixe	d 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
Does your service structure include roles of this type?	Yes
type? Important: All questions in this section relate spe	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type?         Important: All questions in this section relate spe stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevant         Set out the number of staff who undertook relevant         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1
type?	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type?	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1 1 1 1 1 1
type?	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
type?         Important: All questions in this section relate spe stated, the information added should be the pos         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook relevation be added to 'Please outline any additional transition added to 'Please outline any additional transition added to 'Please outline any additional transitional transition outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.

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 fixe	d 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	
negisiei eu nui ses	
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specific terms of the section relate specific terms of terms of terms of terms of the section relate specific terms of ter	Yes
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate specific terms of the section relate specific terms of terms of terms of terms of the section relate specific terms of ter	Yes ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pos	Yes ecifically to this role type only. Unless otherwise

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'.

	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; Mo A/Dols, boundary, person centred planning, life va , mental health awareness, epilepsy, fire, GDPR, r cording and documentation, Autism, positive beha our support, rota management, difficult conversati 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 No. of Non-guaranteed hours contract (zero hours)	0
Staff	d term contact staff by bours worked per work
Outline below the number of permanent and fixe	a term contact stan by hours worked per week.
	l
No. of full-time staff (35 hours or more per week)	2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0
, , ,	
No. of part-time staff (17-34 hours per week)	0 0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 The shifts patterns that are available are morning hifts, afternoon shifts, mid shift, waking night shifts A morning shift is typically 7am-14.30pm, and afte noon shift is typically 14.00pm - 21.30pm, mid shif s typically 10.00am - 18.00pm, and the waking nig t shift is typically 21.00pm -07.00am. The service t pically provides a 1:2 ratio during the day hours as provided by the core and any individual dedicated
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed s 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	0 0 The shifts patterns that are available are morning hifts, afternoon shifts, mid shift, waking night shifts A morning shift is typically 7am-14.30pm, and afte noon shift is typically 14.00pm - 21.30pm, mid shif s typically 10.00am - 18.00pm, and the waking nig t shift is typically 21.00pm -07.00am. The service t pically provides a 1:2 ratio during the day hours ar provided by the core and any individual dedicated 1:1is in addition to the core hours provided. Waking
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed s 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.	0 0 The shifts patterns that are available are morning hifts, afternoon shifts, mid shift, waking night shifts A morning shift is typically 7am-14.30pm, and afte noon shift is typically 14.00pm - 21.30pm, mid shif s typically 10.00am - 18.00pm, and the waking nig t shift is typically 21.00pm -07.00am. The service t pically provides a 1:2 ratio during the day hours ar provided by the core and any individual dedicated 1:1is in addition to the core hours provided. Waking
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Typical shift patterns in operation for employed s Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	0 0 The shifts patterns that are available are morning hifts, afternoon shifts, mid shift, waking night shifts A morning shift is typically 7am-14.30pm, and afte noon shift is typically 14.00pm - 21.30pm, mid shift s typically 10.00am - 18.00pm, and the waking nig t shift is typically 21.00pm -07.00am. The service t 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. Waking g night support core is provided on a 2:6 ratio.

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	26
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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; M A/Dols, boundary, person centred planning, life v , mental health awareness, epilepsy, fire, GDPR, cording and documentation, Autism, positive beha our support.
Contractual Arrangements	
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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
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
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 hifts, afternoon shifts, mid shift and waking night fts. A morning shift is typically 7am-14.30pm, and ternoon shift is typically 14.00pm - 21.30pm, the d shift is typically 10.00am - 18.00pm, and the wa ng night shift is typically 21.00pm -07.00am. The rvice typically provides a 1:2 ratio during the day ours as provided by the core and any individual of dicated 1:1 is in addition to the core hours provid . Waking night support core is provided on a 2:6 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

vice 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

How many people in total did the service provide care and support to during the last financial year?	18
ves 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 per iod of time until recruited.

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 vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. Th e people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and r elationship can be built and maintained throughout. survey are al so communicated to families, people supported and all profession als, 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 pr operty. Long driveway, and the service is hidden in amongst the tr ees. 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 nec essary.
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 p eople supported.

## Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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' wh ich 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 to pics that are really important to them, if the people supported at the home do not want to take part then the minutes of these me etings are shared with them. The people supported at the servi ce are the integral part of the care and support process, and ar e included in keyworker meetings, their 3 month reviews, and a nnual reviews, to ensure their voices are heard and listened to o.

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 de veloped with the person at the heart of their care, with input fro m multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach the ir full potential in all areas of their life. We also provide dedicate d positive behaviour support to all people we support on a refer ral basis, to ensure that our staffing team remain confident and have the applicable skills to understand and support the individ ual people we support in relation to any challenging or changin g 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 natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be repor ted to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and investi gations undertaken where applicable with lesson learning share d 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 ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y 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 53 31 March)

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

type?	Yes
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial y
Filled and vacant posts	
No. of staff in post	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'.

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; M A/Dols, boundary, person centred planning, life va , mental health awareness, epilepsy, fire, GDPR, r cording and documentation, Autism, positive beha our support, rota management, difficult conversati ns, supervision, Oliver McGowan training, etc
Contractual Arrangements	
No. of normanant of #	
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)	0
No. of Non-guaranteed hours contract (zero hours) staff	0
staff	
Staff Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week.  1 0 0 0
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week.  1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week.  1 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
staff       Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)       No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)       Staff Qualifications         Staff Qualifications       Staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate specification to be the section relate specification in the section relate	d term contact staff by hours worked per week.  1 0 0 0 1 Yes
staff       Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)       No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)       Staff Qualifications         Staff Qualifications       Staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate specification to be the section relate specification in the section relate	d term contact staff by hours worked per week.  1 0 0 1 1 1 Ves Ves cifically to this role type only. Unless otherwise
staff       Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)       No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)       No. of part-time staff (16 hours or under per week)         Staff Qualifications       Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Deputy service manager         Does your service structure include roles of this type?         Important: All questions in this section relate specific stated, the information added should be the position added	d term contact staff by hours worked per week.  1 0 0 1 1 1 Ves cifically to this role type only. Unless otherwise

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; Mo A/Dols, boundary, person centred planning, life va , mental health awareness, epilepsy, fire, GDPR, r cording and documentation, Autism, positive beha our support, rota management, difficult conversations, 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)	0
Outline below the number of permanent and fixe	
staff	
Staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
Staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	d term contact staff by hours worked per week. 2 0 0
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	d term contact staff by hours worked per week.  2 0 0 2 2 2
staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	d term contact staff by hours worked per week.  2 0 0 2 2 2
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this	d term contact staff by hours worked per week.  2 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?	d term contact staff by hours worked per week.  2 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager         Other supervisory staff         Does your service structure include roles of this type?         Nursing care staff         Does your service structure include roles of this	d term contact staff by hours worked per week.  2 0 0 0 2 1 No No

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

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

Name of Service	Ty Machen
Service Telephone Number	01633442020
What is/are the main language(s) through which your service is provided?	
Other languages used in the provision of the service	

#### Service Provision

How many people in total did the service provide care and support to during the last financial year?	6
es Charged	
	44.40
The minimum weekly fee payable during the last financial year?	14.19
The minimum weekly fee payable during the last financial year? The maximum weekly fee payable during the last financial year?	17.21

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 vi a news bulletins, meetings, and communication throughout any ch anges in the operation of the service, or the care and support. Th e people supported and their families, or advocates are informed also in any changes, to ensure an open and honest rapport and r elationship can be built and maintained throughout. survey are al so communicated to families, people supported and all profession als, 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 i n order to maximise the facilities for the people supported we inst alled 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 acces s 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

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The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	ich 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 to pics 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 a nnual 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 de veloped with the person at the heart of their care, with input fro m multidisciplinary teams where applicable. The support plans help ensure that we continue to support individuals to reach the ir full potential in all areas of their life. We also provide dedicate d positive behaviour support to all people we support on a refer ral 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 changin g 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 natu re internally to ensure we take prompt action. Staff are aware of their duty to report all safeguarding, in order for this to be repor ted to external regulatory bodies. All safeguarding incidents are reported internally via our internal reporting process and invest gations undertaken where applicable with lesson learning share d 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 ho me, to ensure their care and support needs are met and are co mpatible with others who reside at the home. This is to ensure t heir wellbeing is upheld throughout, and that they are supporte d to achieve outcomes, these are set on admission and also dis cussed and set during 3 month reviews and their keyworker me etings. We ensure that each supported individual will have 3 m onthly reviews and outcomes documented as achieved, partiall y 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 21 31 March)

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

Does your service structure include roles of the type?	nis Yes
	ate specifically to this role type only. Unless otherwise he position as of the 31st March of the last financial y
Filled and vacant posts	
Filled and vacant posts No. of staff in post	1

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

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

Induction	0
Health & Safety	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; Mi A/Dols, boundary, person centred planning, life va , mental health awareness, epilepsy, fire, GDPR, r cording and documentation, Autism, positive beha our support, rota management, difficult conversati 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 fixe	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 1 0 1 1 1 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0 1 0 1 1 1 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	0 1 0 1 0 Yes
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	0 1 0 1 0 Yes cifically to this role type only. Unless otherwise

No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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; M A/Dols, boundary, person centred planning, life v. , mental health awareness, epilepsy, fire, GDPR, cording and documentation, Autism, positive beha our support, rota management, difficult conversat 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 fixe	d 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	No
type?	
Nursing care staff	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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 fixe	d 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 s	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 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	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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts	
No. of staff in post	25
No. of staff in post No. of posts vacant Training undertaken during the last financial yea	0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 Ir for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	0 Ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 5 24 21
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 5 24 21 25
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional transformer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 5 24 21 25 24
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24 21 25 24 26
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24 21 25 24 26 25
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24 21 25 24 26 25 0
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0         arr for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         5         24         21         25         24         26         25         0         26
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24 21 25 24 26 25 0 26 22 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
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 5 24 21 25 24 26 25 0 26 22 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
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0         arr for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         5         24         21         25         24         26         25         0         26         27         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, Oliver McGowan training
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. No. of permanent staff	0         arr for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         5         24         21         25         24         26         25         0         26         22         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, Oliver McGowan training
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0         arr for this role type.         ant training. The list of training categories         y have been undertaken. Any training not listed         aining undertaken pertinent for this role which is         5         24         21         25         24         26         25         0         26         22         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, Oliver McGowan training         25         0

	47
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	d staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also nclude the average number of staff working in each shift.	The shifts patterns that are available are n hifts, afternoon shifts, waking night shifts. g shift is typically 7am-14.30pm, and after is typically 14.00pm - 21.30pm, and the wa ht shift is typically 21.00pm -07.00am. The ypically provides a 1:2 ratio during the day s provided by the core and any individual d 1:1 is in addition to the core hours provi ing night support core is provided on a 2:6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
be registered with Social Care Wales as a social	23 2
be registered with Social Care Wales as a social care worker No. of staff working towards the	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this	2
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type?	2
be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Domestic staff Does your service structure include roles of this type? Catering staff Does your service structure include roles of this	2 No