

Annual Return 2023/2024

Provider Information to be published

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

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

Provider name:	Potensial Ltd														
The provider was registered on:	26/06/2019														
The following lists the provider conditions:	There are no imposed conditions associated to this provider														
The regulated services delivered by this provider were:	4 Chester Road														
	<table border="1"> <tr> <td>Service Type</td> <td>Care Home Service</td> </tr> <tr> <td>Type of Care</td> <td>Adults Without Nursing</td> </tr> <tr> <td>Approval Date</td> <td>14/07/2023</td> </tr> <tr> <td>Responsible Individual(s)</td> <td>Glenn Barnett</td> </tr> <tr> <td>Manager(s)</td> <td>Michelle Martin</td> </tr> <tr> <td>Maximum number of places</td> <td>6</td> </tr> <tr> <td>Service Conditions</td> <td>There are no conditions associated to this service</td> </tr> </table>	Service Type	Care Home Service	Type of Care	Adults Without Nursing	Approval Date	14/07/2023	Responsible Individual(s)	Glenn Barnett	Manager(s)	Michelle Martin	Maximum number of places	6	Service Conditions	There are no conditions associated to this service
	Service Type	Care Home Service													
	Type of Care	Adults Without Nursing													
	Approval Date	14/07/2023													
	Responsible Individual(s)	Glenn Barnett													
	Manager(s)	Michelle Martin													
	Maximum number of places	6													
	Service Conditions	There are no conditions associated to this service													
	Orme House														
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	Service Type	Care Home Service													
	Type of Care	Adults Without Nursing													
	Approval Date	27/06/2019													
	Responsible Individual(s)	Nicki Stadames													
	Manager(s)	Katie Hampshire													
	Maximum number of places	14													
	Service Conditions	There are no conditions associated to this service													
	Clement House														
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	Service Type	Care Home Service													
	Type of Care	Adults Without Nursing													
	Approval Date	27/06/2019													
	Responsible Individual(s)	Nicki Stadames													
	Manager(s)	Chris Tilley													
	Maximum number of places	8													
	Service Conditions	There are no conditions associated to this service													
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Service Type	Care Home Service														
Type of Care	Adults Without Nursing														
Approval Date	26/06/2019														
Responsible Individual(s)	Nicki Stadames														
Manager(s)	Chris Tilley														
Maximum number of places	8														
Service Conditions	There are no conditions associated to this service														

Queens Court	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/06/2019
Responsible Individual(s)	
Manager(s)	Sharon Feehan
Maximum number of places	39
Service Conditions	There are no conditions associated to this service
Cae Glas	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	27/06/2019
Responsible Individual(s)	Glenn Barnett
Manager(s)	Keely Holliday
Maximum number of places	25
Service Conditions	There are no conditions associated to this service
Galluogi Potens Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/06/2019
Responsible Individual(s)	Glenn Barnett
Manager(s)	Rebecca Wyke
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	In addition to core training, identifying specialist training happens at assessment of referrals, changes in people we support present ations both physical and mental, discharges and at supervisions/c competency assessments. Planning is supported by an area based Training Coordinator who will liaise with managers to ensure training remains focused. Continuous feedback to assess the quality and meaningfulness of training is captured pre and post training as per our Learning and Development policy
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Potens have reviewed processes and procedures to remain agile and respond quickly to potential staff. Our central recruitment team coordinate the process ensuring all stages are compliant with safer recruitment processes. Staff retention is tracked and reported on to identify and respond to trends. Our health and wellbeing agenda including our Employee Assistance Programme has been cited as a positive aspect of working in our services, this lays the foundation for a positive work environment.

Service Profile

Service Details

Name of Service	4 Chester Road
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Service Telephone Number	01978788595
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	everyone preferred language is English at present

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?	2098
The maximum weekly fee payable during the last financial year?	3030
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	resident meetings held each month to discuss any concerns they may have, any concerns would be handled in accordance with local policy. Monthly key worker meetings are held where residents discuss any ideas with staff, also regular personal plan reviews (minimum 3 monthly). During these reviews the residents go through with the staff of what is working and not working and set about improving any areas they are not happy with or want to change.

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	there is a big back garden that all individuals have access to and are encouraged to utilize by the support staff. there are two big garden tables with chairs for everyone to sit when outside and a range of plants, flowers to look at, speak about
Provide details of any other facilities to which the residents have access	All have access to a kitchen where individuals are supported to prepare meals with staff and the use of a house car so they can plan longer trips out and get supported to day services

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	use of visuals to make choices of activities, meals etc. also the use of written 'sayings' of the residents favorite things to talk about, these are made in conjunction with their family

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.

Potens took over Chester Rd on the 15th July 2023, since the last report two people have been supported to move from day services where they had to travel to local services in their community.

There have been positive outcomes resulting from these reviews including change of day service to local ones, reintroduction of activities people had previously been taking part in.

No CIW inspection since 2019

There has been no formal local authority monitoring visit since acquisition. Flintshire monitoring visited Chester Rd in Jan 24 but no report as yet

full programme of e-learning mandatory training is provided and completion rates monitored and reported monthly. Staff are now being given time to complete this training and this continues to be monitored for improvement

after a slow start the overall completion at the time of writing is 93%

all staff will be receiving an annual competency review and personal development plan.

work on the environment has been immediate since acquisition, one bathroom has been fully refurbished, work on the exterior of the property and interior decoration have already been completed. the house has been painted and new carpets to the halls, stairs and landing and new floor fitted in the office. The house is now feeling more homely which has impacted on the residents well-being

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The Team Leader is currently arranging annual health checks for the people we support at Chester Road are up to date with health checks via the local surgery.</p> <p>Health Passports have been completed and will be included for review alongside reviews for the persons support file. These do require review however and will be completed as part of the new managers induction.</p> <p>All people we support have access to physical health community services including: General Practitioner, Dentist, Optician, Chiropodist, Physiotherapy, District nurse.</p> <p>People we support are actively encouraged to provide input into daily menus.</p> <p>People we support get involved with preparation and cooking of their meals.</p> <p>People are given choices over what they want to eat on a daily basis and where necessary healthy options are offered.</p> <p>All staff will receive relevant training to provide the agreed skills to deliver quality care and support. Training is in the form of mandatory E-Learning and face to face training as well as service specific training that has been identified through an annual training needs analysis. Compliance with all training is evidenced via a training matrix and eLearning reports and individual staff files contain certificates and attendance records, all training records are available on request.</p> <p>All staff receive formal supervision with their line manager approximately every 8 weeks. Any additional support / supervision is provided when required/ requested by staff. People we support are discussed at these meetings to allow staff an opportunity to discuss any issues of concern in more detail.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There has been a reduction in the number of incidents needing to be referred to Safeguarding. All staff have completed the Wales Safeguarding pack and understand their roles and responsibilities in the safeguarding process. Most staff have now completed the Group A training and are booked to attend the Group B training.</p> <p>People living at Chester Road can be confident that should issues arise, we will take appropriate steps to ensure these are addressed and improvements made.</p> <p>Current staff have received supervision with their line manager and is being planned in for every 6 – 8 weeks now. Part of this supervision included reviewing the Safeguarding Pack which was specifically put together following issues of concern that were brought to our attention on acquisition.</p> <p>There are safeguarding posters and information at various communal locations for people highlighting the procedure for raising concerns.</p> <p>Safeguarding procedures within the service and wider company have been compiled into a booklet which has been shared with staff.</p> <p>During supervisions and team meetings the issue of safeguarding is brought up and staff can report any concerns at any time either by whistleblowing or speaking to senior staff.</p> <p>We have one vacant room at Chester Road with no immediate plans to fill this void until the staffing issues have been fully addressed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All people we support are supported to access the local and wider community should they require assistance with this, examples include attending voluntary projects, local shops, cinemas swimming, discos, friendship groups and trips are arranged on a weekly basis.</p> <p>Health and safety and infection control audits are carried out regularly and any environmental issues are highlighted and actioned. There has been a full fire risk assessment completed and actions from this are being worked through.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 0

Positive Behaviour Management 1

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above. currently doing level 4 preparing for leadership and management, also recently completed safeguarding lead training which was two days

Contractual Arrangements

No. of permanent staff 14

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
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Cae Glas
Service Telephone Number	01745812881
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	784
The maximum weekly fee payable during the last financial year?	1365
If you wish to add further detail or comment regarding the scale of charges please do so below	Any additional hours such as 1:1 would be calculated on a case by case basis.

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	4
Number of complaints not upheld	2
Total number of formal complaints made during the last financial year	9
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support monthly meetings - this is the primary way we receive and discuss feedback from the people we support. Each month the recovery coordinator meets with each person we support to gain feedback about the service and how individuals are feeling. The attendance at these meetings has improved, although numbers still are low. The people we support meetings have resulted in a number of items being purchased for the home, that the people we support have chosen, from chairs to dishwasher.</p> <p>Care plan reviews Key worker monthly meetings General day to day discussions with staff and management Annual quality assurance survey Complaints procedure</p>

Service Environment

How many bedrooms at the service are single rooms?	25
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	13
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	Small garden area at front of building with benches. Large well maintained garden area at back of building with seating, plants, greenhouse, patio and grassed area's.
Provide details of any other facilities to which the residents have access	3 additional shared bathrooms (not assisted) 2 toilets ground floor Activity room Rehabilitation kitchen Lift

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>One person we support continues with their work placement at a local charity shop with staff support. Another person we support has discovered dream of working in a florists and is building up the skills to develop this passion.</p> <p>Outcomes from the people we support meetings in the last 6 months have been increased accessories for the rehabilitation kitchen such as casserole dishes, a freezer and a dishwasher. An other outcome was the new water feature in the garden.</p> <p>Currently we only have one Welsh speaking individual who resides at Cae Glas. We have ensured the Welsh speaking individual's key worker is fluent Welsh speaking. The staff board and welcome area have been amended to adhere to the Welsh Active Offer.</p> <p>We have had a significant increase in complaints in the last 6 months, with eight in this period. 5 have been from people we support regarding other people we support. 1 was in relation to a potential theft of items.</p> <p>Following the last CIW inspection in May 2022. The main concern was environmental and room sizes being inadequate. Architectural plans have been drafted and a three phased plan has been developed. The end result will ensure all bedrooms are of required size, and all will be en-suite. The work commenced in April 2024.</p> <p>In the last 6 months there have been 3 comments in relation to food "Love the Food" "Don't like some of the food on offer" "Don't want sandwiches Monday to Sunday." A new plan is in place with the people we support all inputting their favourite meals which the Chef ensures are provided.</p> <p>The People We Support Survey was completed in September 2023. The feedback was very positive overall with areas to celebrate including key workers being helpful for the individuals that live here, and that the people we support stated they were engaging with activities</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Regular access to general practitioners continues, with the addition of the SICAT out of hours helpline. The helpline is for home visits with Nursing, and enables the registered nurses at Cae Glas to access out of hours telephone support for rapid access to health assessment, including reducing hospital admissions. Nurses have found this service very helpful and supports us in addressing any health concerns in a timely manner.</p> <p>All people we support have access to physical health community services including: General Practitioner, Dentist, Optician, Foot Health Care Practitioner, Physiotherapy, District nurses, Speech and Language Therapy, Occupational Therapy and Physiotherapy. We also liaise with our local Practice Development Nurses and access services such as Nursing Home Falls Coordinator, Nursing Home Medication Lead, and Nursing Home Diabetic Specialist Nurse.</p> <p>We have health boards which focus on areas such as healthy eating, oral health, vaccinations, mental health, male and female health, bowel health and are reviewed to ensure current every few months. We also have a Foot Health Care Practitioner that attends the home on a regular basis.</p> <p>Caresys is back in use for daily notes, care planning, appointments etc. There are plans within the company to move to Care Cloud, which is known for being an extremely useful tool in care support. Deputy Manager has completed a care file review of all people we support within his first 3 months in post, with a clear plan of two a month to be completed going forward.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>In the last 6 months there have been two referrals to Safeguarding. Notification's were also completed. We continue to liaise with Safeguarding with any queries and have a positive relationship with the team.</p> <p>We have two people currently placed under Deprivation of Liberty Safeguards from the Denbighshire area. A third person we support had a Deprivation of Liberty Safeguard submitted two years ago on admission. This person is funding by the Cheshire West Area. Assessment for this process has taken place at the end of March 2024 and we are currently awaiting feedback in relation to this.</p> <p>All staff receive elearning and face to face via zoom training for safeguarding. Group B Training has commenced, and will be complete for all staff by September. All Group A training complete is complete. Group C is also complete for manager and deputy. We currently are continuing with Potens own Safeguarding elearning module alongside the Social Care Wales elearning. Workbook 6 from Social Care Wales will also be completed by all of those who fall under Group B and C. Staff have signed up to the safeguarding declaration and are aware of the Safeguarding app.</p> <p>Closed Culture has been reviewed company wide. We have completed the closed culture audit with the staff in service, followed by a separate review with the Responsible Individual and Registered Manager. We also delivered weekly reviews of people we support's restrictive practice documents as a team.</p> <p>All support staff are registered with Social Care Wales within the allocated timescale – now 6 months. This is following completion of Potens induction booklet, training courses, supervisions, observations of practice and relevant documentation from the Social Care Wales website.</p>

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

All the people we support are encouraged to access the local and wider community and examples include attending voluntary projects, church, local shops, banks and trips are arranged on a weekly basis. A trip to the wider community, such as Anglesey, Liverpool and Manchester is planned for each weekend. The people we support are involved in choosing where the trips are, and ideas are asked for in the monthly meetings.

Outcomes from the recovery star work have included a person we support attending a cafe when they had not done this in over six months, another person we support being supported to discover their interest in becoming a florist, and a third person we support now completing basic environmental cleaning of their bedroom when they previously had been unable to complete this when living independently.

Wifi is now installed for all to access in the service. Some of the people we support have commented on how pleased they are with this service. With an individual admitted last year accessing the German newspapers for the first time since their youth.

Potens have an annual property audit in place. In the last year a number of purchases have been made in terms of basic furniture such as mattresses to a commercial dishwasher for the main kitchen, a domestic dishwasher for the rehabilitation kitchen, a water feature and plants for the garden, two further chairs for the quieter lounge as requested by the people we support, two air con units, and new office chairs for the nursing office. A wet room was also fitted a communal bathroom on the first floor. Due to the building works plan we have been unable to decorate the building, as it is in need of wallpaper change and painting, including all fire doors. This is planned for the next financial year, following the completion of the building work.

The induction for new starters includes a Potens Handbook, Potens Induction pack covering areas such as privacy, dignity, confidentiality and risk assessing. All new starter support workers are also required to complete workbook 1, and now 6 of Social Care Wales. Potens also has a days virtual training of the values the company upholds. New starters have complimented the company on the comprehensive training plan. Probation reviews take place, along with supervision of all new starters. New starters are 'buddied' up with staff members for a 2 week shadow period on starting in the service.

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)	25
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	6
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.	MCA and DoLs Fluid and Nutrition Legionella Awareness Fire Awareness Autism Learning Disabilities Oliver McGowan Mental Health Oral Health Disciplinary Process Mastering Challenging Conversations Recruitment and Selection Delivering Effective Induction/Onboarding Fire Marshall Finance and Budget Skills First Aid
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

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

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	2
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Falls Dysphagia Epilepsy Learning Disabilities Oliver McGowan Fire Marshall Data Protection Duty of Candour First Aid Mental Health Fire Awareness Fluids and Nutrition COSH Diabetes Oral Health MCA + DoLs Person Centered Planning Potens Induction Documentation and Record Keeping</p>
Contractual Arrangements	

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	5
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.	<p>One nurse per shift. 12 hour shifts day and night. Some nurses have set patterns. Other nurses are allocated share of weekends fairly and have rota minimum 4 weeks in advance, often more than this. One bank nurse that picks up shifts to suit their needs</p>
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	21
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	8
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	21
Manual Handling	21
Safeguarding	21
Medicine management	21
Dementia	0
Positive Behaviour Management	6
Food Hygiene	21

Please outline any additional training undertaken pertinent to this role which is not outlined above.		COSHH Diabetes Epilepsy Documentation and Record Keeping Duty of Candour MCA + DoLs Fluids and Nutrition Dysphagia Fire Awareness Fire Marshall Learning Disabilities Mental Health Oliver McGowan Oral Health Person Centered Planning
Contractual Arrangements		
No. of permanent staff	16	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	5	
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)	15	
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.	4 support workers day 2 support workers night 12 hour shifts day and night in general Most set patterns Rota always at least 4 weeks ahead 1 x Recovery Coordinator works Monday to Friday	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11	
No. of staff working towards the required/recommended qualification	10	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	

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

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

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Diabetes Epilepsy Documentation and Record Keeping Duty of Candour Dysphagia Fire Awareness Oliver McGowan

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Diabetes Documentation and Record Keeping Duty of Candour Dysphagia Fire Awareness Fire Marshall Oliver McGowan

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	1
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator Maintenance

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Diabetes Documentation and Record Keeping Duty of Candour Dysphagia Fire Awareness Oliver McGowan

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Clement House
Service Telephone Number	01492879652
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service

The main language used in the service is English, but we do have some staff that speak welsh and can converse in welsh if required.

Service Provision

People Supported

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

8

Fees Charged

The minimum weekly fee payable during the last financial year?

863.67

The maximum weekly fee payable during the last financial year?

2402.20

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

Complaints

Number of active complaints outstanding

0

Number of complaints upheld

1

Number of complaints partially upheld

0

Number of complaints not upheld

0

Total number of formal complaints made during the last financial year

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

There are service users meetings held for the people we support to have there say on what is happening in the home, they have a keyworker that has monthly reviews with the people they support which covers, health & wellbeing, positive relationships, views, wishes and feelings, work / education / meaningful activities, support and risk planning arrangement, then any action required is completed.

In addition to the regular meetings and opportunities for seeking people's views outlined above, we also have a formal quality assurance survey process that we complete.

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?

2

How many dining rooms at the service?

1

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

There are two outside areas at the property which the residents have access to, one at the front of the property which has a bench in a nice court yard with hedges and plants, the back of the property has two levels and raised planting areas, the lower level has a wooden table and chairs for outside eating, the upper area is slatted and there is a summer house which can be used for outside activities.

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

The second lounge is used to as a quiet lounge and has equipment to be used as a sensory room.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

PWS are supported to be as independent as possible & encouraged to make their own choices and decisions.

PWS are regularly asked what their thoughts & feelings are surrounding living at Clement house – we are finding a more informal approach works better than a formal PWS meeting as support staff can offer a more personal approach to obtain a greater engagement.

PWS have recently expressed wanting a variety of meals on the weekly menu, this was actioned February 2024, at present a 2 week menu is displayed & support staff all get to have an input every 4 weeks as well as asking PWS if they would like any changes – it is noted this is working very well & we now have very minimal food waste.

PWS are supported in ensuring all their rights are met & supported in accessing any outside agencies when/if required.

Clement house has feedback form and QR codes available for visitors to complete which provides opportunity to voice their opinions on the service, sharing their views on the what we are doing well and where we need to improve, there is also a comment/suggestion box this is situated at the front door in the hall, this is there for visitors, staff and PWS to place their comments and suggestions, over the last 6 months this has not been used, we need to create a way that people are encouraged to use this box or change the way we collect comments and suggestions.

Annually we conduct an QA survey for the PWS, staff and stakeholders which asks people about the service, people are given a set of questions and they have the choice between strongly agree, agree, disagree and strongly disagree, from these answers and the results of all the surveys we can see what the service is doing well and where the service needs to improve, these surveys are being completed this month.

Clement house keyworkers complete a monthly keyworker summary with the person they support, this is an hour long session where the keyworker will talk to the person they support about their views on several things that are important to them and their support, below are the section they will talk through.

- Health and wellbeing
- Positive relationships
- Views, wish, and feelings.
- Work / education, meaningful activities
- Enjoyment and activities
- Safeguarding
- Care, support, and risk planning arrangements

Whilst completing the monthly summaries the keyworker can go through the care plan with the person they support, this will make sure the person is fully involved in the care planning.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>PWS have been for reviews at Bryn-y-Neuadd hospital in the last six months and to their designated doctors for physical health checks, this will help with the PWS to maintain their health and wellbeing.</p> <p>All the PWS have access to physical health community services including annual health checks which are provided by the local surgery.</p> <p>General Practitioner Dentist Optician Chiropodist Physiotherapy District nurse</p> <p>In addition to us tracking, the local authorities keep a check on annual health reviews for the PWS and the GP surgeries automatically send out appointment invites when reviews become due.</p> <p>PWS are actively encouraged to provide input into daily menus and meals are a standing agenda item in their monthly meetings with a focus on healthy eating, there is now a pictorial menu to pick from for the PWS who have difficulties communicating. This is particularly important for those who are needing special / textured diet to ensure they are still receiving good healthy nutritious options.</p> <p>PWS are weighed monthly and any issues identified are addressed appropriately with input from the appropriate people.</p> <p>Activities, trips, and days out in the last six months have improved. Support staff are working hard at building the self-confidence of PWS so we can increase the amount of time PWS are out for and travel further.</p> <p>Activities, trips, and days out in the last six months have improved. Support staff are working hard at building the self-confidence of PWS so we can increase the amount of time PWS are out for and travel further.</p> <p>As part of the governance arrangements regular monthly quality assurance audits have been completed by the area manager or the locality manager which include a discussion with the PWS to ensure they are supported to maintain their ongoing health, development and overall wellbeing. A summary report is provided with any actions identified and highlighted on the service development plan and actions monitored for compliance, any issues identified have been added to the SDP and the required follow up action completed in a timely manner.</p> <p>The health and wellbeing of the PWS is important to us and the staff talk about individuals during their supervision and in the staff meetings, this helps the service have a greater understanding of the PWS health and wellbeing and respond to anything that may be not going well or celebrate things that are going well.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding files are maintained and kept in the office – these include company and local policy and procedures and are referred to during the monthly quality audit.</p> <p>An annual focused safeguarding audit was completed in February 2024.</p> <p>Staff and PWS files are audited by Area Manager or representative as part of the monthly quality audit.</p> <p>Risk assessments and care plans are developed for all residents which include any potential safeguarding issues.</p> <p>Referrals are made to safeguarding when any concern is raised that could potentially result in a safeguarding issue.</p> <p>Any recommendations from safeguarding matters are actioned through the support /risk plans.</p> <p>There have been 2 safeguarding referrals during the last six months, 1 of which required no further action.</p> <p>If we need to we also can contact a designated person within the safeguarding team to ask for advice on whether an incident should be referred to them.</p> <p>Staff complete safeguarding training through the elfy portal, and there is Face to Face training - we have some staff scheduled to complete this. New safeguarding group training has been introduced & staff are being booked onto these when they are available. The new Wales safeguarding procedures were given out and staff have read and signed them, and they have been placed in the safeguarding file.</p> <p>All staff are subject to enhanced DBS checks which are renewed every 3 years, this is monitored by the manager through access HR.</p> <p>Any new staff who declare offences are subject to a DBS risk assessment prior to any offer of employment.</p> <p>During supervisions the issue of safeguarding is brought up and staff can report any concerns at any time either by whistleblowing or speaking to senior staff</p> <p>All incident / accident debriefs are completed in a timely manner and any resulting support plan / risk plan changes are made effective immediately.</p> <p>The company report is then completed as required.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Clement House is within walking distance of the town. PWS are supported the community to go shopping, for lunch in the local cafés, trips to local attractions at present, we need to grow from this so PWS can feel confident in going further afield.</p> <p>Ongoing environmental upkeep is undertaken and a property audit process which identifies any improvements (property and furnishings) is completed annually.</p> <p>Weekly and monthly health and safety checks and environment checks enable us to identify areas needing repairs/ replacement. In the case of repairs anything needed is sent to our repairs department and arranged quickly using an area employed maintenance team / local tradesmen.</p> <p>Clement House has a "capturing the moments" folder and board. This evidence the type of activities the residents are involved with and there is a board by the front door with pictures of these moments.</p> <p>These stories are now added monthly to the North Wales Managers shared drive.</p> <p>For any prospective new PWS as part of preparing costings for care and using the outcomes focused approach, a summary of intended outcomes and costings is submitted to the Regional Director and Area Manager for approval. Once this is obtained it is then sent to the care manager who will go to panel to apply for funding.</p> <p>If funding is approved and a new admission is completed support and risk plans will be written in accordance with the intended outcomes.</p> <p>These are then reviewed in a timely manner using Section 1.27 of the service user plan.</p> <p>Health and Safety audits are completed monthly with any actions forwarded to maintenance as required.</p> <p>Any information we hold for the PWS is stored both electronically on caresys, password protected and in hard copy in the office. Files are accessed by staff as and when needed otherwise they remain in a locked cupboard. Meetings staff may have with the PWS are kept private and confidential and no information is shared with anyone else.</p> <p>Staff handover is conducted in a private area, out of earshot of others and again information is only shared on a need-to-know basis, there is also a handover book in place so staff can read when they are next on shift.</p> <p>All PWS files have completed Restrictive Practice Assessment which also evidences their agreement to live at Clement. Ongoing assessment and reduction review has currently identified that isn't currently any less restrictive practices appropriate.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 11

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

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

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

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	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	9
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	8
Health & Safety	9
Equality, Diversity & Human Rights	8
Infection, prevention & control	9
Manual Handling	8
Safeguarding	9
Medicine management	8
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The staff work on a rota system, the shifts are 8am to 4pm and 2pm to 10pm, on the day shift and 10pm to 8am on the wake night shift, and there is a sleep-in 10.30pm to 7.30am, there is 2 staff on each shift period
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Galluogi Potens Wales
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Service Telephone Number	01978758854
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Staff are encouraged to learn Welsh , we have a few who are fluent and we would utilise these staff to support any Welsh speaking people we support . In services where we have non verbal communicators , staff have been trained in Makaton to support communication needs

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	42
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.49
The maximum hourly rate payable during the last financial year?	23.76
If you wish to add further detail or comment regarding the scale of charges please do so below	We provide support for people from different counties including English Counties , which explains the range of fees .

Complaints

Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	3
Number of complaints not upheld	2
Total number of formal complaints made during the last financial year	8
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have tenant forums, involvement in support plan reviews and risk assessments . There is a QA survey sent annually to people we support , families and stakeholders . We have an open feedback format for anyone who comes to the service to record their impressions of the service and provision. we discuss any concerns with families ,and implement changes required to our practice

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	proloquo2go app on iPads

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

There is continued active involvement in the community, this is evidenced better in some geographical areas. The people we support continue to access work, leisure, or college. In Lawson Road, where we have struggled to get people to engage there is more involvement due to a change in people living there, involvement in cooking, the gym, church, access to work, one person has rediscovered their love of fishing, and how this is helping mental health, 'I would like to thank staff for getting me out fishing. I have been fishing since I was about 10 and really enjoy it spending time out in the countryside because it's very adventurous and it's good for my mental health. Helps give me a clear mind. Even if I don't catch any fish I really enjoy it. I find that since I've been going with staff I have been learning new things. I love the fresh air, wildlife and countryside. Everything about it is positive for me. I feel like when I am out fishing that I am more settled and less agitated.' Another has made one room into a music area and has begun playing music. They struggled to engage with staff and finds it difficult to fill time with things they enjoy doing but is passionate about music. A wide range of activities are undertaken across the areas from bird watching, to burlesque shows and night clubs, arts and crafts, Caribbean cooking, and train rides, glow in the dark painting, meeting dignitaries and politicians. Forums although still predominantly in Denbigh services, and works well. Reviewing process, the people we support are involved in the reviews of support plans, risks assessments, but we still need to improve how we record this. Recruitment, there is active involvement, the people we support will interact with potential staff members and ask questions that are relevant to their support, this is recorded on interview notes. The people we support enjoy being part of this process and it is viewed beneficially by all, it gives a good opportunity to observe early interactions between possible staff and the people we support. We have not had another formal survey, but there has been positive feedback about the staff, 'I like the team I have, they help me', 'I feel safe', 'I feel better about my transition', 'I want to keep going forward. Commissioning report stated 'Atmosphere between individuals and staff appeared to be pleasant and relaxed. Individuals were chatted about their interests and spoke well of the staff support.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The people we support are actively involved in all elements of their wellbeing and health development . it is an area I feel we are strong in and advocate control for the people within the service . This is from encouragement at all levels for self medication at whatever level people are able to achieve from understanding what their medication is for , to being able to manage the whole process . All people we support are encouraged to have as much control as is reasonably practicable for their health appointments and access to health care . For people lacking in capacity we have been involved in Best interest Meetings regarding operations or procedures required whereby the health needs are being weighed against the emotional / support needs of the person requiring the process and ensuring that the individuals voice is heard in this. Some of the people we support require full support to make and attend medical and associated health appointments, whilst others prefer to attend on their own and pass back information , this can be dependent on what the appointment is for ,we have some people we support who gets anxious over the possibility of health appointments , and discussions around this have to be treated tactfully and in a manner that doesn't heighten this anxiety , staff know to be aware of language and terms they use. It is detailed in support plans so that all staff can follow. Staff are trained in service specific health needs , i.e diabetes , epilepsy , mental health , ABI, alcohol and substance abuse , mental health , to ensure we can best support the people in our services . We need to further embed the Active Support model into services although here is a lot of good work being done , this needs to be strengthened . We involve external services when required, and use our PBS service to supplement training needs for staff when working with people who challenge the service . For 2 recent referrals , we worked closely with the providers , and had good opportunities to work positively with them , in order to aid transition from residential to supported living , this included visits , spending time with the staff and over night stays to ensure they were both ready for this . We are working with Vulnerable Adults and Mental wellness team to support one of the individuals in our services , they have complex emotional needs that tie in with alcohol and drug abuse .We are also working with transition processes for projects to new providers</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is a wide range of training offered within the company , this reflects mandatory as well as service specific . we are currently embarking on the Welsh training standards for all staff , and have included this within our probation and induction paperwork. Our induction is clear and comprehensive and probation is used effectively .</p> <p>We are open about when we require help with services and work closely with external agencies to find solutions to issues affecting the people we support .</p> <p>Staff are in receipt of person centred practise training and this is implemented in all services .</p> <p>We try and encourage reflective practise at all levels to improve work standards and access training for staff on this . staff receive regular supervisions and appraisals to monitor and support staff with their work.</p> <p>Practise observations are used , but need to be undertaken more frequently and as part of the appraisal / supervision cycle to build up a fuller picture . There are very good working relationships for the majority of the Team leaders and their staff teams, although this can always be improved on , the team support coordinator has a good relationship across all services , as does the manager.</p> <p>There have been ongoing difficulties with two projects and relationships with families, this has caused the working environments to become quite stressful for both the people we support and also the staff teams working in them . we have tried to have open discussions and to be reactive to all areas of concern raised with us so that issues can be addressed in order to benefit the people we support . however in these two instances, regardless of what has been implemented there has been no let up from the criticisms or issues being raised . these have been dealt with through safeguarding and complaints procedures .</p> <p>When we are using agency staff , we try and ensure we have the same staff now , the team support co-Ordinator has built a good relationship with the core agency we use , and so they work alongside us to minimise changes and to these staff have a better comprehension and understanding of the people we support as they have begun building rapport and relationships and a few of these staff have come over to our core staff teams which benefits us all .</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 39

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	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.	Managers Forums, Training around Welsh Safeguarding changes , Oliver McGowan , i have started a Welsh Course to improve my understanding ,and use of the Language within the workplace completed Level 5 QCF , undertaken a range of eLearning to supplement my role	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	undertaking Level 5 QCF, has undertaken additional safeguarding courses, excel training, care cloud, management development courses has attended forums and meetings to supplement their understanding of the role.
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	1
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	the two current team leaders are undertaking level 4 QCF , additional safeguarding training , face to face training in PBS, Fire safety, First aid , supervisions , and appraisals management courses , care planning , as well as additional service specific training ie , hoarding , drug and alcohol awareness , ASD bus , diabetes , oral health care etc .
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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	42
No. of posts vacant	7
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	19
Equality, Diversity & Human Rights	14
Manual Handling	12
Safeguarding	31
Dementia	0
Positive Behaviour Management	13
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>all staff have completed the group a wales safeguarding training, as well as 6 staff completing the group b training with other staff booked on throughout the year. staff are also required to keep up to date with first aid training, and fire awareness training as well as some staff completing fire marshall training, health and safety, GDPR and data protection and infection control. all staff are required to attend first aid courses and person centered planning.</p> <p>in our services were the people we support have mental health, or drug and alcohol issues the staff will attend mental health and suicide awareness training including ligament training, also drug and alcohol abuse training, as well receiving a training session from North Wales police on cuckooing.</p> <p>in our learning disability and autism services staff attend autism awareness training, communication training including the use of now and next boards, giving choices, and also makaton training sessions.</p>

Contractual Arrangements	
No. of permanent staff	35
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	7
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)	21
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	2
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	15
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Garfield
Service Telephone Number	01492547549
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?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	955.00
The maximum weekly fee payable during the last financial year?	1259.57
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?	We have a large notice board which contains informative newsletters, relevant policies such as whistle blowing & safeguarding procedures and up to date copies of Potens in brief which is accessible by all PWS. Easy read formats is available when needed. PWS are encouraged to take part in monthly house meetings and are encouraged to contribute towards the agenda of the meeting before hand, minutes are recorded and are available for PWS that do not wish/or are unavailable to attend. PWS meetings give individuals the chance to voice their options and raise any concerns they may have. We also hold monthly Key worker summary's on a 1-1 basis for a more person centred approach. We have a forever growing social media platform where successes and achievements are shared on a wider platform with consent from PWS by sharing this information it also gives PWS motivation to try new things. We receive regular input from the Area manager who keeps us updated with upcoming events and changes.

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	Large garden area and also a summer house located in the garden. There is also 2 x Garden sheds (one which contains a set of ho use bicycles that can be enjoyed by all) and a large chicken coop located in the garden area which has proved popular with PWS and has helped wonders with PWS and staff well-being.
Provide details of any other facilities to which the residents have access	PWS has the option to take part in activities in the local community and also at other Potens services. This has worked well and 2 different services have previously linked up and formed a friendship group.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Support plans are developed with the resident's full involvement. Pathways have been developed with PWS to take more control, in all aspects of their life.</p> <p>Formal active support plans are also in place for some PWS who are more independent and are preparing to move on to supported living. There is a variety of different booklets located in PWS File 1 which cover end of life wishes, Rethink- mental health and detailed about me booklets. KMS: key worker monthly summaries are completed for all PWS and are located in File 1. Each staff member are assigned an individual PWS. These documents have details of any appointments attending/attended which makes it easier to keep track of on-going issues and show clear outcome and are also log on individual Health Action Planning forms.</p> <p>There are many outings and events offered, these are reflected in good news stories, which are in a folder for anyone to read within the house and also shared Via social media.</p> <p>In addition to the daily discussions and regular keyworker or PWS meetings that seek the views, we Annually operate a Survey that seeks the views and wishes of people.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Health action plans are a live document with all information regarding People we support health needs and outcomes. These are updated with all appointments and outcomes which are also linked on to Key worker monthly summary's. Support plans start with a baseline giving all information staff need to support individuals. Support plans now contain information based on Oral hygiene. To maintain P health and ensure that yearly health checks with their GP, opticians and dentist are carried out. Reviews are completed face to face, which is good for the service and the People we support. All People we support have an active social worker assigned to them and all relevant contact details are available in File 1.</p> <p>People we support have pathways in place for self-medicating and taking control in ordering their medication. This document is reviewed yearly unless needed earlier. Over the last six months a programme of activities has been put in place provided by staff at Garfield, and People we support have chosen to prepare and cook their own meals, with a wide range of choice and healthy options always available, there is a cooking pathway in place within the home, this programme has gone well and some People we support are cooking their own meals, this is an area that will continue to improve over the next 6 months.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are asked this, and about feelings of safety regularly. All staff have training in all Wales safeguarding procedure, signed documentation with face-to-face training.</p> <p>Positive behaviour Support and Safeguarding Face to face training dates have also been arranged and staff will be booked on to attend over the next 6 months. This includes support staff and Managers and will ensure as a service we are compliant. Residents notice board in place with up-to-date information. There is also a designated Safeguarding board for all PWS and staff members. All staff are trained in safeguarding via CPL, F2F and understand how to raise concerns about safeguarding and the reporting process. Safer recruitment policy in place, which include a vigorous recruitment process, with references and DBS checks completed.</p> <p>Safeguarding records are reviewed as part of our quality and quality assurance framework, and Organisationally focused audits are undertaken and in the past 6 months there has been specific ones on Understanding and Preventing Closed Cultures and a Safeguarding specific audit which was undertaken in Feb 2024.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People we support have the option of being involved in house activities, trips, and events within the community and further afield.</p> <p>These are planned monthly at our People we support meetings and ideas are shared as a group. Key workers also take People we support on 1-1 activities of their choice and support with planning and budgeting if needed. Activities/trips are all recorded on the good news stories, social media and are available for viewing in the house. People we support are encouraged to choose their own weekly meal menu and to personalise their bedroom and home. People we support are also encouraged to have input with the weekly shopping list and events going on around the house. All people we support have a weekly planner which has details of how they choose to spend their time.</p> <p>We are supported by an estates team who are supportive in arranging both planned and emergency repairs and operate a property audit process, where a full schedule of the house and grounds is assessed and planned for as part of the annual budgeting process.</p> <p>The development of the externals and impact from the Chikens this last year has supported peoples wellbeing and been an indicator of personal wishes / outcomes being met.</p>
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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)	8
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	Ligature/Suicide Mental Health F2F
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	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	

Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Orme House
Service Telephone Number	01492877024
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14
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Fees Charged

The minimum weekly fee payable during the last financial year?	535
The maximum weekly fee payable during the last financial year?	848
If you wish to add further detail or comment regarding the scale of charges please do so below	We have some historic low fees that we are working with the individual commissioners to rectify

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support meetings are held each month, which allows the people we support to raise any issues or concerns, discussions on a 1-1 basis are held between key workers and people we support at regular key worker reviews and staff are always available to discuss any concerns with the people we support. Management also make themselves present within communal areas on a regular basis and will have regular conversations with the people we support. The service user guide is available in communal area for all to read and a copy will be given on admission to the service. In addition to this, senior management will visit the service and will have discussions with the people we support to identify if they have any concerns they would like to raise and to ensure they are happy with the service we are providing.</p> <p>We hold an annual quality assurance survey process in addition to the regular opportunities outlined above.</p>

Service Environment

How many bedrooms at the service are single rooms?	14
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?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are seating areas to the front of the building by the front conservatory - new furnishing is budgeted as required for this coming summer. Within this period the Staff and People we support focused on enhancing the garden creating a 'zen' space for all to enjoy. All involved enjoyed this project and will continue to enhance this area again this year. There is a smoking shelter to the rear of the car park which is also where the Fire Assembly point is located. Two of the people we support have their own motor vehicles which they are able to park on the drive. There is a bike rack available for people we support to store their bikes safely and a barbecue area which is enjoyed during the warmer months.
Provide details of any other facilities to which the residents have access	<p>Within the service there are two conservatories - one to the rear of the building and one at the front of the building. The front conservatory holds a smart television with sofas and the rear conservatory holds a desk and some chairs which enables a quiet area allowing privacy for family visits / meetings. There is a large lounge with space for all to sit. There is a separate kitchen for people we support to be able to self cater should they wish to do so and a large dining area. There are four communal bathrooms within the service with baths and showers available. There is also a gym/games room located in the basement area which holds some weights, dart board, pool table/ tennis table and a television.</p> <p>Being located on the great Orme, the views are magnificent and loved by all.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

At Orme House, PWS meetings are held monthly and all PWS are invited to attend these meetings to share their wishes, views, and choices within their home. Through a majority vote cast during one of these past meetings, a PWS was elected as a representative for all so if certain PWS feel, for whatever reason, that they do not wish or are unable to share information with staff then they will share with the individual who will advocate on their behalf. Prior to any meeting, a blank agenda is pinned on the PWS notice board giving an opportunity for the PWS and/or their representative to list anything that they wish to be discussed during the meeting. Topics listed are often varied with suggestions made for such things as improving décor, menu ideas and activities both in and out of the service. Following discussions during the meeting, actions will be set and staff / PWS will be allocated to address the actions set. We continuously strive to bring the wishes and choices of the PWS to fruition and as the manager said in one recent meeting, "No suggestion will be dismissed, and if we can, we will make it happen". (from the minutes of PWS Meeting held on 09.06.23). With several of the PWS being first language Welsh speakers, we recognise the importance of the Active Offer and enable it to the best of our ability. The Welsh culture is celebrated via a board which is prominently displayed in the communal area, referencing the language, history, and heritage of Wales. Although it cannot currently be ensured that there is always provision for Welsh speaking members of staff on shift, in practice there are such staff available for the greater part of each week – in our employ are two staff members who are first language Welsh speakers and a further staff member who has a good understanding of, and competency in, Welsh. For some time, and during past CIW inspections, provision of the Statement of Purpose in Welsh had been said to be in development but had never transpired. This has now been fully addressed and the Statement Of Purpose is finally available in both Welsh and English and in addition to this, the Service User Guide is currently being translated into Welsh.

CCBC monitoring visit in May 2023 provides testament to that: "The PSC spoke with five residents who all shared that they were happy with the service and had no concerns to report. One resident was outside when the PSO was leaving and stated 'It's great here. I wouldn't want to be anywhere else'."

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All the PWS undergo an annual review with their GP and in addition to this their well-being is ascertained on a weekly basis through a telephone call from one of the GPs at the surgery where they are registered. Several of the PWS can access health professionals independently while others will receive support from the staff team to do so and staff will then arrange and support them in attending appointments where necessary. One PWS can suffer from extreme anxiety when faced with an outside appointment and when this has been the case, every effort has been made for professionals to visit them at Orme House.</p> <p>Some of the PWS receive support from the local CMHT and will attend a local clinic for their depo injections on a fortnightly basis. Those who are prescribed Clozapine medication will have monthly blood checks and an annual ECG, with their medication reviewed by a psychiatrist, again overseen by the local CMHT.</p> <p>Three PWS have discharge conditions associated with their placement and all three have regular contact with their care-coordinators with regular reviews of their medication undertaken by the forensic psychiatrist.</p> <p>There has been emphasis from Public Health Wales on the importance of Oral health through their "Gwên am Byth/A Lasting Smile" campaign and to this end we have displayed the provided bi-lingual posters in communal areas and have recently obtained toothbrush and paste kits which will be handed out to all PWS during the next PWS meeting as a way of promoting this campaign. The promotion of independence is an important aspect of the support provided at Orme House and PWS continue to be encouraged to maintain and develop independence wherever possible.</p> <p>There are currently three PWS who manage the ordering and collection of their own medication but all fourteen PWS self-administer. Of the fourteen, there are four who self-administer with staff supervision and a further two who have a visual check carried out by staff following their self-administration. A weekly medication audit is carried out for all PWS, and a monthly audit is also completed. The service continues to implement the Recovery Star model of care, and work has been progressing with embedding the model within individual's care plans, so that identified goals and outcomes are cross-referenced which aids with enabling the enhancement and development of independent living skills.</p> <p>1 PWS has been added to the training platform as they wished to increase their formal learning.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>A key line of questioning when we speak with the PWS is their sense of feeling safe.</p> <p>All safeguarding referrals that are completed are in line with the local safeguarding policies and procedures.</p> <p>All staff members are required to undertake a full disclosure and barring service check which is renewed every three years. New starters will have this check completed along with a minimum of two reference checks before employment commences.</p> <p>All staff will complete annual face to face safeguarding training. This enables staff to have refreshed knowledge and feel confident when dealing with safeguarding matters.</p> <p>In addition, new staff members complete the AWIF and Social Care Wales booklet and are given the Social Care Wales Handbook which includes Code of Professional Practice, Duty of Candour & Practice Guidance.</p> <p>There is a safeguarding notice board situated in the main office which has all information relating to safeguarding and how and where to report any concerns.</p> <p>The North Wales Safeguarding pack has come into effect as of September 2023 which includes information on Wales safeguarding procedures, whistle blowing and the organisation's 'Challenge Charter' which includes within it's declaration the commitment to "Challenge our practice and quality standards through an eyes wide open and a critical eye approach to all we do".</p> <p>All staff have now completed National safeguarding training, learning and development standards Group A and are booked on to the Group B training with additional Group C for management. All training should be completed by the end of May. In addition to this, staff will soon be completing Workbook Six (Safeguarding Individuals) issued by Social Care Wales.</p> <p>Organisationally we have a robust quality assurance framework in place and which includes focused audit activity. In the last 6 months we have had a Closed Culture Awareness and Prevention Audit and also a Safeguarding Audit in Feb 2024.</p>

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

Property Audits are completed annually by the manager and senior management team, external and internal areas are reviewed and areas for improvement will be included on the financial year's audits. The PWS will be involved in the choosing of colour schemes and they will also be involved in the choosing of any furniture. Several of the PWS played a very active role in both the planning and the practical work of the Garden project this gave a boost to their mental health and wellbeing. The improvements to the garden have really made a difference to the service and the PWS. The aim is the establishment of a small 'Zen' garden, providing a place for relaxation and reflection and with this in mind, a water feature along with other suitable ornaments are planned to be sourced from next spring onwards.

PWS have been asking for new furniture so that they can enjoy the good weather in the summer months, and this is something which we are aiming to provide for them.

Health and safety tasks are allocated to staff to be completed, any actions identified are reported to the management team or repairs to be addressed.

Staff are all expected to complete mandatory and service specific training to ensure they are fully trained to be compliant within their role. The company have introduced a new corporate induction session which will support the services when new staff are employed.

Our training stats have improved and now at 100% compliance with E-Learning and 99.12% compliance with mandatory face to face training. This ensures all staff have up to date and refreshed knowledge to provide quality care within the service.

Responses from this year's annual survey were very positive and it's pleasing to see the PWS reorganising their achievements and outcomes.

Q - What's the best thing you have achieved in last 12 months?

"gained an extra day on my visits to my parents."

"I have managed to maintain my independence by going into town often."

"Maintaining my wellbeing."

"Doing more things (activities) daily by myself. Doing my own medication by myself."

"Keep an active life, going out and traveling on the trains."

"Better mental health."

"I played in the Potens 5-a-side football tournament."

"I have learnt to use the phone to order my own taxi and have been singing in the karaoke sessions at the house."

"Quit smoking and walking around the Orme."

"I have managed to continue to be largely independent, getting out and about most days."

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	9.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.

SCW managment induction
Potens Managment development programe
Wales Safeguarding Group A,B & C
Duty of Candour
Fire Marshall
Date Protection
Oliver McGowen
Emergency First Aid
Person centered planning
Mental Health
Personality Disorder
Recovery Star
Schizophrina
Bi-Polar

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	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.	Potens Managment development programe Wales Safeguarding Group A,B & C Duty of Candour Fire Marshall Date Protection Oliver McGowen Emergency First Aid Person centered planning Mental Health Personality Disorder Schizophrina Bi-Polar
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Wales Safeguarding Group A & B Duty of Candour Fire Marshall Data Protection Oliver McGowan Emergency First Aid Person centered planning Mental Health Personality Disorder Schizophrenia Bi-Polar
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)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts minimum of 2 staff on each shift at each time, shift patterns are usually 2-10, 8-4 or 8-22. Night Shifts 1x night worker 21.45-08.15 1x Sleep in 22.00-08.00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Working at heights Wales Safeguarding Group A&B Duty of Candour Fire Marshall Data Protection Oliver McGowan Emergency First Aid Mental Health
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	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Queens Court
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Service Telephone Number	01492516732
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	48
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Fees Charged

The minimum weekly fee payable during the last financial year?	620.67
The maximum weekly fee payable during the last financial year?	1022.37
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	3
Total number of formal complaints made during the last financial year	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Accessible documents around the service which includes a notice board with events or activities in the community or in the Recovery Hub. Relevant information on what support maybe available in the community will also be displayed. Each month there is an individuals meeting where operations of the service will be shared. This enables the individuals to share there thoughts and feeling in regards to their home and how they are involved in the running of this.</p> <p>In addition feedback is sought in keyworker meetings, review of support plans and risk assessments, and feedback from quality assurance exercises from external professionals, staff and people we support</p>

Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	37
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Queens Court has a large garden area with seating at the side of the building. In the summer the area is used for BBQs, outdoor games and growing vegetables. The rear of the building has a large car park and also a small garden area which our residents can also access.
Provide details of any other facilities to which the residents have access	We have a Recovery Hub at Queens Court where many events are held such as well being days. Activities in the Hub are focused on the ten areas of the Recovery Star Model for our residents to build on skills and live independently.

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Resident's meeting are held at Queens Court each month. The meetings are aimed at ensuring that all individuals who live within our services have a formal and regular opportunity to discuss what matters to them. Residents will be encouraged to attend the meetings and can chair the meeting enabling all to express their choices, share concerns and be involved in decision making. A pre-engagement meeting with each individual service user will be facilitated by staff so items and views can be added to the agenda and those who choose not to attend can have their views discussed. All actions will be overseen by staff to ensure all complete and outcomes discussed at next meeting.

Quality Assurance enables us as a service to listen to the people we support, families and professionals. Feedback from monthly quality assurance audits, service user questionnaires, visitor stakeholder feedback forms empower us to embed quality and promote people's rights and views into everyday practices.

We ensure that suggestions, complaints, compliments, and concerns are recorded and monitored so that the information gathered can be used to resolve issues and improve our service.

Each month a resident and their allocated keyworker will complete a monthly summary through discussing areas of their care and support. The keyworker monthly summary includes areas such as appointments with professionals, person centred plan, activities and education and health and safety room checks. In addition, the resident can make a comment and express their views.

Queens Court strives to celebrate success, which comes in all forms e.g., compliments, feedback, pictures, notes/letters, good news stories. All success stories big and small are important and are captured and kept in our celebrating success file. Residents can reflect on their journey and share their successes with others.

Creating and reviewing support plans have been completed by the resident and deputy managers this period, this enables the resident to have their choices and goals listened to through 1-1 discussion and then implementing in their support plans. In addition, the resident can make a comment on the care plan document about how they feel about the support they receive.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>On admission residents will be supported to register with the local General Practitioners surgery. Current medication mar chart and copy of CTP will be shared with the GP at the first appointment. Residents will be offered a referral to the local leisure centre if they have stated that they are interested in the activities that are available.</p> <p>Annual health checks are carried out at Queens Court by a nurse from the local doctor's surgery. A full day is arranged, and residents will be asked if they would like to attend the annual health check review at Queens Court if preferred to arrange their own appointment at the surgery. Residents will be offered staff support when attending the review so all update information regarding their health can be shared if required.</p> <p>Residents will have care reviews annually or sooner if required. Reviews can be facilitated at Queens's Court with out of areas professionals attending the service. In addition, reviews will be held at the local CMHT Nant y Glyn. Care and Treatment Plans implemented in care and risk plans.</p> <p>Residents are supported to access other health care services such as dentist, chiropodist, and therapy groups. Residents notice board display information on up-to-date health and wellbeing information.</p> <p>On admission residents will be supported to complete a Health Action Plan / Rethink and hospital passport. Plans will be reviewed and updated by the keyworker and resident. Health action planning is person centred in both process and outcomes. The plan should be person at the centre, reflecting what is important to them and how to overcome health care barriers and what goals the resident wants to achieve. This enables staff to support the resident with any existing health conditions and to stay healthy.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding referrals are completed in line with local safeguarding authority policies and procedures and guidance from the CIW.</p> <p>Staff will complete face to face safeguarding training annually. Up to date safeguarding training enables staff to be effective when dealing with issues relating to safeguarding.</p> <p>Staff training continues to show a high percentage of staff have completed all training. Staff training is currently overseen by the manager and will also include service specific training for both Arbennig and Oak unit.</p> <p>All staff have recently completed safeguarding group A and have been booked on Group B in the near future. Managers will complete A, B, C training.</p> <p>In addition, staff have read and signed the new North Wales Safeguarding pack includes Wales Safeguarding procedures, Challenge Charter, Whistle Blowing, Whistle Blowing Reporting. Staff supervisions include a discussion area for any safeguarding and whistle blowing concerns and a reminder that staff should report any safeguarding issues immediately.</p> <p>A part of the initial recruitment process is that all staff members are required to undertake a full Disclosure and Barring Service check. It is then the manager's responsibility to check the DBS certificate and record date of issues and manage appropriate review dates. The recruitment process as a whole follows the rules of safer recruitment and ongoing supervision sessions include discussion regarding anything to declare / DBS updates and / or practice concerns.</p> <p>All incidents and accidents are recorded so they are managed effectively. Incidents recorded can be acted upon and learned from for example implanting triggers identified in risk assessment. Themes can be monitored, and actions reviewed to have a clear understanding of what is working well or what isn't.</p>

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

Service users are supported and encouraged access the local community. A weekly planner will be completed with both the key worker and the resident to meet their own personal physical, mental and emotional needs. The planner may include exercise, support groups, meaningful activities and building on social networks. However, not all of our residents we support want a weekly planner as they feel that they can plan their own week with some staff support or prompts to engage in meaningful activities.

Queens Court promotes service users to take control of their everyday life through developing skills, such as self-catering, self-medication, budgeting, voluntary or paid work and education which may be safely managed through completing and reviewing risk assessments.

Old Colwyn area offers a range of social activities such as TAP E music and film which provides workshops, projects, and opportunities to explore new ideas and develop skills such as film, music, art, photography, creative writing, and podcasting. Five minutes away from Old Colwyn is Eiras Park Leisure Centre which offers swimming, sports, and fitness activities. Furthermore, Colwyn Bay which has a library with IT facilities and educational courses for those who want to study.

Another community project is Men's Shed which promotes men's health and well-being through social interaction and practical activities. In addition, Colwyn Bay includes many other services such as Aferiad Recovery and Community and Voluntary Support Conwy (CVSC) which provide support and help to gain further work experience.

Property audits are completed annually by manager and area manager and will be reviewed when required throughout the year to ensure any urgent work completed. The audit includes external and internal areas of the building. All work will be completed based on priority on a quarterly basis.

Health and Safety tasks will be completed by staff members within the service following set timeframes for reviews in all areas. Health and safety identified actions will be added to the service development plan and for the manager to oversee all actions are complete.

Potens employs behaviour therapists who work on a referral basis, there is no set timeframe or limit to the provision of this service and allocation of resource is on a need basis. The therapists can provide ongoing support around completing initial assessments and on-going support plans.

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

Number of posts and staff turnover

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

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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

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

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

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

Alcohol Related Brain Injury
Safeguarding Group A, B, C
Schizophrenia
Personality Disorder
Mental Health First Aid
Self-Harm
Drug and Alcohol

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

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

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

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

Induction	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	3
Food Hygiene	3

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

Alcohol Related Brain Injury
Schizophrenia
Self Harm
Personality Disorder
Drug and Alcohol

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

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

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift pattern 5 x 8 hour shifts, over a seven day period
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	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	32
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	32
Equality, Diversity & Human Rights	32
Infection, prevention & control	32
Manual Handling	32
Safeguarding	32
Medicine management	30
Dementia	0
Positive Behaviour Management	32
Food Hygiene	32
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	26
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	20

No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Shift patterns</p> <p>8-4pm</p> <p>10-6pm</p> <p>2-10pm</p> <p>21.45 - 08.15</p> <p>Arbennig</p> <p>2 support workers and 1 deputy AM shift</p> <p>2 support workers PM shift</p> <p>1 wake night support worker</p> <p>Oak</p> <p>3 support worker and deputy or manager AM</p> <p>3 support / senior support workers PM</p> <p>2 wake night support worker</p> <p>1 sleep in support worker</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	30
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
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	2
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