

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:	M&D Care Operations Ltd	
The provider was registered on:	19/09/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Carmarthenshire Domiciliary Care Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/09/2023
	Responsible Individual(s)	Michael Bevan
	Manager(s)	Sam Owen
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Western Bay Domiciliary Care Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/09/2023
	Responsible Individual(s)	Michael Bevan
	Manager(s)	Rachel Evans
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Croft House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/09/2023
	Responsible Individual(s)	Michael Bevan
	Manager(s)	Nikki Newson
	Maximum number of places	12
	Service Conditions	There are no conditions associated to this service
	Granville Court	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	19/09/2023
	Responsible Individual(s)	Michael Bevan
	Manager(s)	Rhian Miers
Maximum number of places	9	
Service Conditions	There are no conditions associated to this service	

Llys Penparc	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Neil Jeremiah, Beverley Williams
Maximum number of places	4
Service Conditions	There are no conditions associated to this service
Rotherslade House	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Rhian Harry
Maximum number of places	6
Service Conditions	There are no conditions associated to this service
The Elms	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Leah Gallagher
Maximum number of places	9
Service Conditions	There are no conditions associated to this service
Ty Hraeth	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Vanya Davies
Maximum number of places	9
Service Conditions	There are no conditions associated to this service
Tegfan	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Kirsty Atkins
Maximum number of places	15
Service Conditions	There are no conditions associated to this service
Ynystawe Lodge	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023

Responsible Individual(s)	Michael Bevan
Manager(s)	Lewis James Rogers
Maximum number of places	10
Service Conditions	There are no conditions associated to this service

Ty Pin Coed	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	John Gresty
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ceiriosen Bren	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Sarah Nicholls
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Gelynnen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/09/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Nicola Muxworthy
Maximum number of places	4
Service Conditions	There are no conditions associated to this service

Ty Richards	
Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	13/10/2023
Responsible Individual(s)	Michael Bevan
Manager(s)	Iaura Jakilaitis
Maximum number of places	7
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

An annual training review takes place in the business. The Learning and Development team, Responsible Individual, and Director of People of Culture conducts an annual assessment of training requirements with the input of the service manager. From this review, a strategic plan is established for training and development to ensure that the staff possesses the necessary skills and competencies to meet the needs of individuals.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

During the last financial year, M&D Care implemented several arrangements to robustly enhance staff recruitment and retention. Our recruitment strategy is led by the Director of People & Culture, an experienced HR team in conjunction with the Operations team. The team reviewed directions and strategies to ensure alignment with organisational goals and values. M&D actively seek diverse applicants and provide comprehensive induction to equip staff for their roles fully.

Service Profile

Service Details

Name of Service	Carmarthenshire Domiciliary Care Services
Service Telephone Number	01792885126
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?	84
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Fees Charged

The minimum hourly rate payable during the last financial year?	16.50
The maximum hourly rate payable during the last financial year?	21.50
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	1
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>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	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>	
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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care has a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services with an opportunity to highlight concerns and allow the RI to observe practice, review incidents, and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</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)	38.31
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	3

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	0
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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	15
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	4
Manual Handling	3
Safeguarding	4
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability	
Contractual Arrangements			
No. of permanent staff		5	
No. of Fixed term contracted staff		0	
No. of volunteers		0	
No. of Agency/Bank staff		0	
No. of Non-guaranteed hours contract (zero hours) staff		0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.			
No. of full-time staff (35 hours or more per week)		5	
No. of part-time staff (17-34 hours per week)		0	
No. of part-time staff (16 hours or under per week)		0	
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker		5	
No. of staff working towards the required/recommended qualification		0	
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		48	
No. of posts vacant		1	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction		19	
Health & Safety		34	
Equality, Diversity & Human Rights		34	
Manual Handling		27	

Safeguarding	39
Dementia	0
Positive Behaviour Management	33
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
Contractual Arrangements	
No. of permanent staff	48
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	29
No. of part-time staff (17-34 hours per week)	17
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	13
No. of staff working towards the required/recommended qualification	35
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	Ceiriosen Bren
Service Telephone Number	01792 885126
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?

4

Fees Charged

The minimum weekly fee payable during the last financial year?

3194.61

The maximum weekly fee payable during the last financial year?

3907.37

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

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 actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.

Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.

Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through

Service Environment

How many bedrooms at the service are single rooms?

4

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

3

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 an outside communal garden/yard area with a designated smoking area available for people we support at the rear of property.

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

No additional facilities.

Communicating with people who use the service

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

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.

Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we 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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>

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

Prior to admission, the individual will undergo a “skills assessment” as part of the pre-admission assessment. A manager or behavioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual’s needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.

The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual’s stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.

A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.

Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.

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)	8.42
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
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No. of posts vacant	0
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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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with day shifts and night shift s.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2
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	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	0
Positive Behaviour Management	5
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	4	
No. of part-time staff (17-34 hours per week)	3	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with day shifts and night shifts.	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3	
No. of staff working towards the required/recommended qualification	4	
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 Details

Name of Service	Croft House
Service Telephone Number	01792 885126
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?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	2017.96
The maximum weekly fee payable during the last financial year?	2399.57
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	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>

Service Environment

How many bedrooms at the service are single rooms?	12
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	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	There is a concreted area to the rear of the property which provides a designated smoking shelter and outdoor seating.
Provide details of any other facilities to which the residents have access	No additional facilities at the service.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead who reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>

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

Prior to admission, the individual will undergo a “skills assessment” as part of the pre-admission assessment. A manager or behavioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual’s needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.

The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual’s stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.

A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.

Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.

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)	19.67
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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
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No. of posts vacant	0
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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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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	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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
 - Acquired Brain Injury
 - Autism Awareness
 - Lone Working
 - Mental Health
 - COSHH
 - GDPR
 - Fire Awareness
 - Learning Disability

Contractual Arrangements

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

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

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

Staff Qualifications

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 shifts at the service. The service operates with days and night shifts.	
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	1	
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	22	
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	6
Health & Safety	13
Equality, Diversity & Human Rights	18
Infection, prevention & control	17
Manual Handling	12
Safeguarding	16
Medicine management	17
Dementia	0
Positive Behaviour Management	19
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	22
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	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)	12
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 shifts at the service. The service operates with days and night shifts .
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	12

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

Service Profile

Service Details

Name of Service	Gelynnen
Service Telephone Number	01792 885126
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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	2741.50
The maximum weekly fee payable during the last financial year?	4078.92
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is an outside communal garden/yard area for individuals to have use of communal space that consists of patio furniture, and a designated smoking area.
Provide details of any other facilities to which the residents have access	No additional facilities at the service.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	12.80
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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

0

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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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.	The service operates 12 hour shifts at the service. The service operates with days and sleeps
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	11
No. of posts vacant	0

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

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

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	8
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	8
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with day shifts and sleep nights
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	6

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

Service Profile

Service Details

Name of Service	Granville Court
Service Telephone Number	01792 885126
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?	11
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Fees Charged

The minimum weekly fee payable during the last financial year?	2146.53
The maximum weekly fee payable during the last financial year?	3010.32
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	2
Total number of formal complaints made during the last financial year	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	9
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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an outside communal garden/yard area that consists of patio furniture for communal use. There is a covered smoking shelter available for people we support at the rear of property.
Provide details of any other facilities to which the residents have access	No additional facilities at the service.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	12.37
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

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

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and sleeps
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0

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

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

Induction	5
Health & Safety	15
Equality, Diversity & Human Rights	14
Infection, prevention & control	15
Manual Handling	13
Safeguarding	14
Medicine management	15
Dementia	0
Positive Behaviour Management	15
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	16
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	1

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

No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	8
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 service operates 12 hour shifts at the service. The service operates with days and sleeps
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	7

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

Service Profile

Service Details

Name of Service	Llys Penpant
Service Telephone Number	01792 885126
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2507.48
The maximum weekly fee payable during the last financial year?	2610.87
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is a large, shared garden to the rear of the property that includes a seating area, smoking shelter, and flower patch.
Provide details of any other facilities to which the residents have access	No additional facilities at the service.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services with an opportunity to highlight concerns and allow the RI to observe practice, review incidents, and monitor the environment. People We Support are encouraged to access the local advocacy service, with details of the nearest service and how to contact them, outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)

6

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

1

No. of posts vacant

0

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

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

Induction

0

Health & Safety

0

Equality, Diversity & Human Rights

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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

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

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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	8
No. of posts vacant	0

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

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

Induction	4
Health & Safety	7
Equality, Diversity & Human Rights	6
Infection, prevention & control	7
Manual Handling	4
Safeguarding	7
Medicine management	8
Dementia	0
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	8
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	1

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2

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

Service Profile

Service Details

Name of Service	Rotherslade House
Service Telephone Number	01792 885126
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2500.23
The maximum weekly fee payable during the last financial year?	2741.50
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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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?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an outside communal garden area which consists of a decking area and patio furniture. There is also a covered smoking shelter at the rear of the property.
Provide details of any other facilities to which the residents have access	No additional facilities at the service.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	10.13
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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

0

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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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	8
No. of posts vacant	0

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

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

Induction	4
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	4
Safeguarding	7
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	6

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

Service Profile

Service Details

Name of Service	Tegfan
Service Telephone Number	01792 885126
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?	15
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Fees Charged

The minimum weekly fee payable during the last financial year?	4055.19
The maximum weekly fee payable during the last financial year?	7499.64
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	4
Number of complaints not upheld	8
Total number of formal complaints made during the last financial year	14

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	15
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	All ground floor flats have access to private outdoor areas. Each individual outdoor space is safe and fully enclosed. Each area has astroturf. Two enclosed communal gardens can also be accessed.
Provide details of any other facilities to which the residents have access	The service benefits from two Activities of Daily Living (ADL) training kitchens, two laundry rooms, and four sensory/lounge areas.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	85.97
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p> <ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability 		
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
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	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	4
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	2
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>		
No. of permanent staff	4	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<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)	4	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<div>Staff Qualifications</div>		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2	
No. of staff working towards the required/recommended qualification	2	
<div>Nursing care staff</div>		
Does your service structure include roles of this type?	No	
<div>Registered nurses</div>		
Does your service structure include roles of this type?	No	
<div>Senior social care workers providing direct care</div>		
Does your service structure include roles of this type?	Yes	
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>		
<div>Filled and vacant posts</div>		
No. of staff in post	4	
No. of posts vacant	0	

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	77
No. of posts vacant	9
<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	54
Health & Safety	60
Equality, Diversity & Human Rights	41
Infection, prevention & control	47
Manual Handling	62
Safeguarding	49
Medicine management	69
Dementia	0
Positive Behaviour Management	72
Food Hygiene	59
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<p>Contractual Arrangements</p>	
No. of permanent staff	77
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	2
<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)	68
No. of part-time staff (17-34 hours per week)	7

No. of part-time staff (16 hours or under per week)	2
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	52
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	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.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<div>Staff Qualifications</div>		
No. of staff who have the required qualification	1	
No. of staff working toward required/recommended qualification	0	
<div>Other types of staff</div>		
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.	Rota Coordinator - The role comprises of building and managing our rotas to ensure our workforce is utilised most effectively.	
<div>Filled and vacant posts</div>		
No. of staff in post	1	
No. of posts vacant	0	
<div>Training undertaken during the last financial year for this role type.</div> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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

Service Profile

Service Details

Name of Service	The Elms
Service Telephone Number	01792 885126
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?

10

Fees Charged

The minimum weekly fee payable during the last financial year?

2154.30

The maximum weekly fee payable during the last financial year?

4409.17

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

2

Total number of formal complaints made during the last financial year

2

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

We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.

Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.

Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through

Service Environment

How many bedrooms at the service are single rooms?

9

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

9

How many bathrooms have assisted bathing facilities?

1

How many communal lounges at the service?

1

How many dining rooms at the service?

2

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

To the front of the home is a large enclosed front garden and to the back of the property is a garden and patio area, with smoking shelter.

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

No additional facilities at the service.

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.

We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.

Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.

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.

At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.

We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.

M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she who reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	12.82
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post

1

No. of posts vacant

0

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

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

Induction

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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	2
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	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	6
Health & Safety	12
Equality, Diversity & Human Rights	14
Infection, prevention & control	11
Manual Handling	12
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	13
Food Hygiene	10

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

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
 - Acquired Brain Injury
 - Autism Awareness
 - Lone Working
 - Mental Health
 - COSHH
 - GDPR
 - Fire Awareness
 - Learning Disability

Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	8
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 service operates 12 hour shifts at the service. The service operates with days and Night shifts

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	9

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

Service Profile

Service Details

Name of Service	Ty Hiraeth
Service Telephone Number	01792 885126
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?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	4368.40
The maximum weekly fee payable during the last financial year?	7042.96
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	1
Total number of formal complaints made during the last financial year	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	All ground floor flats have access to private outdoor areas and each contained outdoor space has a built in trampoline. There is also a communal garden area.
Provide details of any other facilities to which the residents have access	People we support have access to an Activities of Daily Living (ADL) training kitchen. There is one 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	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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	57.10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability	
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)		3	
No. of part-time staff (17-34 hours per week)		0	
No. of part-time staff (16 hours or under per week)		0	
Staff Qualifications			
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker		0	
No. of staff working towards the required/recommended qualification		3	
Nursing care staff			
Does your service structure include roles of this type?		No	
Registered nurses			
Does your service structure include roles of this type?		No	
Senior social care workers providing direct care			
Does your service structure include roles of this type?		Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post		4	
No. of posts vacant		1	

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

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

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	3
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	50
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	34
Health & Safety	33
Equality, Diversity & Human Rights	42
Infection, prevention & control	46
Manual Handling	45
Safeguarding	46
Medicine management	39
Dementia	0
Positive Behaviour Management	47
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<p>Contractual Arrangements</p>	
No. of permanent staff	50
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	1
<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)	40
No. of part-time staff (17-34 hours per week)	9

No. of part-time staff (16 hours or under per week)	1
<div>Typical shift patterns in operation for employed staff</div>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and Night shifts
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	42
<div>Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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.	Rota Coordinator - The role comprises of building and managing our rotas to ensure our workforce is utilised most effectively. Wellbeing Mentor - The role is to offer support in achieving optimal mental, emotional, and physical health by providing guidance, resources, and personalised strategies for personal growth and life balance.	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	2	

Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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	Ty Pin Coed
Service Telephone Number	01792 885126
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?

4

Fees Charged

The minimum weekly fee payable during the last financial year?

2247.87

The maximum weekly fee payable during the last financial year?

3105.99

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 actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.

Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.

Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through

Service Environment

How many bedrooms at the service are single rooms?

4

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

4

How many bathrooms have assisted bathing facilities?

0

How many communal lounges at the service?

1

How many dining rooms at the service?

1

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

There is an outside communal garden area with patio furniture. There is also a designated smoking area available for people we support.

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

No additional facilities at the service.

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.

We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.

Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.

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.

At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.

We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.

M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	10.69
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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

0

Equality, Diversity & Human Rights

1

Infection, prevention & control

1

Manual Handling

0

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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

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

Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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
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 service operates 12 hour shifts at the service. The service operates with days and sleep nights
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	9
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	3
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	1
Safeguarding	8
Medicine management	9
Dementia	0
Positive Behaviour Management	5
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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)	3
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and sleep nights
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2

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

Service Profile

Service Details

Name of Service	Ty Richards
Service Telephone Number	01792 885 126
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	6097.82
The maximum weekly fee payable during the last financial year?	9051.09
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
Total number of formal complaints made during the last financial year	2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>
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Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	All ground floor flats have access to private outdoor areas. There is also a garden area for all those supported to enjoy.
Provide details of any other facilities to which the residents have access	There is a laundry room on the first floor, and people we support also have access to an ADL kitchen and sensory lounges within the Ty Hiraeth main building, adjacent to the service.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Social stories and phone to communicate through writing.

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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</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)	62.38
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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.

- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)
- Acquired Brain Injury
- Autism Awareness
- Lone Working
- Mental Health
- COSHH
- GDPR
- Fire Awareness
- Learning Disability

Contractual Arrangements

No. of permanent staff

1

No. of Fixed term contracted staff

0

No. of volunteers

0

No. of Agency/Bank staff

0

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

0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<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	3
No. of posts vacant	1
<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	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	3
Safeguarding	2
Medicine management	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>		
No. of permanent staff	3	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>		
No. of full-time staff (35 hours or more per week)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<div>Staff Qualifications</div>		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	3	
<div>Nursing care staff</div>		
Does your service structure include roles of this type?	No	
<div>Registered nurses</div>		
Does your service structure include roles of this type?	No	
<div>Senior social care workers providing direct care</div>		
Does your service structure include roles of this type?	Yes	
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>		
<div>Filled and vacant posts</div>		
No. of staff in post	5	
No. of posts vacant	0	

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

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and sleep nights
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	3

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	56
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	42
Health & Safety	46
Equality, Diversity & Human Rights	37
Infection, prevention & control	38
Manual Handling	51
Safeguarding	45
Medicine management	47
Dementia	0
Positive Behaviour Management	54
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<p>Contractual Arrangements</p>	
No. of permanent staff	56
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)	44
No. of part-time staff (17-34 hours per week)	12

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.	The service operates 12 hour shifts at the service. The service operates with days and sleep nights
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	37
<div>Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<div>Staff Qualifications</div>		
No. of staff who have the required qualification	1	
No. of staff working toward required/recommended qualification	0	
<div>Other types of staff</div>		
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.	Rota Coordinator - The role comprises of building and managing our rotas to ensure our workforce is utilised most effectively.	
<div>Filled and vacant posts</div>		
No. of staff in post	1	
No. of posts vacant	0	
<div>Training undertaken during the last financial year for this role type.</div> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>		
Induction	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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

Service Profile

Service Details

Name of Service	Western Bay Domiciliary Care Service
Service Telephone Number	01792 885126
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?

76

Fees Charged

The minimum hourly rate payable during the last financial year?

16.95

The maximum hourly rate payable during the last financial year?

22.08

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

2

Number of complaints partially upheld

2

Number of complaints not upheld

5

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?

We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.

Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.

Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)

Yes

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)

No

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

The extent to which people feel safe and protected from abuse and neglect.	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</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)	61.84
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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	5
	No. of posts vacant	0

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	5
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
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.	<p>- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control)</p> <p>- Acquired Brain Injury</p> <p>- Autism Awareness</p> <p>- Lone Working</p> <p>- Mental Health</p> <p>- COSHH</p> <p>- GDPR</p> <p>- Fire Awareness</p> <p>- Learning Disability</p>
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	7
Manual Handling	3
Safeguarding	8
Dementia	0
Positive Behaviour Management	4
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<p>Contractual Arrangements</p>	
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
<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)	9
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	9
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	67
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	16
Health & Safety	45
Equality, Diversity & Human Rights	57
Manual Handling	38
Safeguarding	51
Dementia	0
Positive Behaviour Management	51
Food Hygiene	56
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
Contractual Arrangements	
No. of permanent staff	67
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	3

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

No. of full-time staff (35 hours or more per week)	44
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34
No. of staff working towards the required/recommended qualification	33

Other types of staff

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

Service Details

Name of Service	Ynystawe Lodge
Service Telephone Number	01792 885126
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?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	3515.01
The maximum weekly fee payable during the last financial year?	6653.29
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	2
Number of complaints partially upheld	2
Number of complaints not upheld	3

Total number of formal complaints made during the last financial year	7
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as it serves as valuable guidance for us as a business.</p> <p>Bi-annual surveys are distributed to both internal and external stakeholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for further exploration. Responsible Individual Regulation 73 visits offer a robust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvements. Additionally, monthly key worker meetings serve as a platform for discussing any issues.</p> <p>Our people we support guides outline the process for making complaints, and each service's statement of purpose provides details on the complaint's procedure. Complaints posters are displayed in all our services, and individuals can submit complaints directly to the Responsible Individual (RI), service staff, or through</p>

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	5
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	Three ground floor flats have access to their own enclosed garden area, and there is one communal garden available to all residents.
Provide details of any other facilities to which the residents have access	There is one sensory room and one laundry 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.

<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>We actively encourage people we support to participate in their care and provide regular feedback. Through monthly 'my voice' meetings with designated key workers, people we support can discuss their care, raise concerns or complaints, and provide feedback. These meetings cover both in-house and community activities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we review menus and provide support in areas such as budgeting, medication, education, employment opportunities, and achieving outcomes.</p> <p>Each person has a personalised care plan that involves them as much as possible in decision-making about their care. These care plans are reviewed every three months (or as needed) to ensure accurate and up-to-date information. The plans cover various aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, training, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.</p> <p>Service managers and the wider operations team monitor outcomes, providing regular progress updates to care teams and other stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upcoming events or appointments and enabling meaningful activity planning. We also promote engagement in the local community and building positive relationships with peers, to enhance social interaction for those we support.</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>At M&D Care, all individuals we support undergo compatibility assessments before an offer is made for a placement. and admission is commenced to our services, these are usually conducted by senior members of the operations team with involvement of the Business Development Team, and often positive behaviour support team input. These assessments evaluate suitability for a placement based on environmental factors, people we support needs, and compatibility with the existing people we support groups. Additional measures are considered to ensure the right placement for each individual. Following assessment, a competent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported person. The care plan is implemented upon admission, with daily monitoring of outcomes and risks. Positive outcomes and concerns are communicated to care managers and health professionals. A review will take place after seven days of commencement.</p> <p>We actively ensure all individuals have the best opportunities to engage with primary and specialist health services, register with a GP, and attend annual health check-ups. Our staff are trained to support individuals in managing their diagnosis, and we maintain regular communication with care management, and full multidisciplinary team. Additionally, we promote positive risk-taking, with the senior team conducting thorough risk assessments to ensure safe engagement in new diverse activities. The people we support actively participate in the risk assessment process, understanding control measures and alternatives.</p> <p>M&D Care staff also support individuals to remain engaged with family, and support individuals through any difficulties. Staff also support individuals to engage and contribute within the local community.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safeguarding training annually, as well as this being included in the Induction Framework. M&D Care have a whistleblowing policy in place, along with a Safeguarding Lead, she reviews safeguarding concerns with the Responsible Individual (RI). M&D Care also has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM practitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and internal procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.</p> <p>Staff receive regular supervision and annual appraisals and have opportunities to reflect on practice and highlight any areas of concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to attention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is accessible to all people involved in the service, with details included in each service's Statement of Purpose, Service user guide and our complaints policy. Complaints posters are also on display.</p> <p>Quarterly Responsible Individual Regulation 73 visits provide staff and people using the services an opportunity to highlight concerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encouraged to access the local advocacy service, with details of the nearest service and how to get in contact outlined in their respective People We Support guides.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Prior to admission, the individual will undergo a "skills assessment" as part of the pre-admission assessment. A manager or behaviour practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's needs, goals, likes, and dislikes and looks at what setting would be best suit their specific needs, considering home dynamics.</p> <p>The pre-admission also looks at what life skills the individual has, and to what level. This skills assessment is repeated throughout the individual's stay as they are supported to better increase their skills and competencies and monitor any loss of skills due to illness.</p> <p>A personal plan is then formulated, and in line with Regulation 15, all personal plans are outcomes based. By following this process, we directly meet the outcomes set out in the Social Services and Well-being (Wales) Act 2014. It follows a person-centered approach, promotes skill building and overall well-being.</p> <p>The Responsible Individual oversees that people we support outcomes are continually monitored and that there is clear evidence of progression and analysis of any barriers.</p> <p>Each person we support is designated a key worker who will act as a focal point for the individual and will typically conduct the monthly key worker meeting. The key worker provides consistency, will have built up a strong, therapeutic working relationship with the individual, and along with the rest of the staff team help them reach their goals.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	49.17
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	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.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<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
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability	
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		0	
No. of staff working towards the required/recommended qualification		2	
Nursing care staff			
Does your service structure include roles of this type?		No	
Registered nurses			
Does your service structure include roles of this type?		No	
Senior social care workers providing direct care			
Does your service structure include roles of this type?		Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post		5	
No. of posts vacant		1	

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

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

Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	4
Manual Handling	4
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

Contractual Arrangements

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

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

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service operates 12 hour shifts at the service. The service operates with days and sleep nights
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Staff Qualifications

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

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	56
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	29
Health & Safety	45
Equality, Diversity & Human Rights	40
Infection, prevention & control	40
Manual Handling	45
Safeguarding	44
Medicine management	50
Dementia	0
Positive Behaviour Management	53
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
<p>Contractual Arrangements</p>	
No. of permanent staff	56
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
No. of Non-guaranteed hours contract (zero hours) staff	7
<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)	35
No. of part-time staff (17-34 hours per week)	13

No. of part-time staff (16 hours or under per week)	8
<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.	The service operates 12 hour shifts at the service. The service operates with days and sleep nights
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	42
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	1
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability

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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.		- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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.	Rota Coordinator - The role comprises of building and managing our rotas to ensure our workforce is utilised most effectively.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	

Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Dementia and Learning Disabilities, Safeguarding Adults, Safeguarding Children, Basic Life Support, Health and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability
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