# Annual Return 2023/2024

# Provider Information to be published

2024.	completed for you. There are no actions		and its associated services on the 31st March  This information displayed will be included in the
Provider name:		M&D Care Operations Ltd	
The provider was registered	ed on:	19/09/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		rovider
The regulated services delivered by this provider	Carmarthenshire Domiciliary Care Services		
were:	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 Doniciliary 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

Rhian Miers

There are no conditions associated to this service

Manager(s)

Maximum number of places

Service Conditions

Llys Penpant	
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)	laura 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 Learni ng 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 arr angements to robustly enhance staff recruitment and retention. O ur 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 a pplicants 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	84
support to during the last financial year?	

#### 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?

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

Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platfor m 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)	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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious 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 outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona ls. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect and h ow to report any concerns if they arise. Staff also receive safeg uarding training annually, as well as this being included in the I nduction Framework. M&D Care has a whistleblowing policy in p lace, along with a Safeguarding Lead, she reviews safeguardin g 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 pract itioners, 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.

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.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services with an opportunity to highlig ht concerns and allow the RI to observe practice, review inciden ts, and monitor the environment. People we support are encour aged to access the local advocacy service, with details of the n earest service and how to get in contact outlined in their respec tive People We Support guides.

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

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	3
No. of posts vacant	0
Training undertaken during the last financial yea  Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	- 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	d term contact staff by hours worked per week.

3

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

No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (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	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	
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	
not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
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.	- 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	

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		
	No	
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		
Filled and vacant posts		
Filled and vacant posts  No. of staff in post	5	
•	5 15	
No. of staff in post	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transcription of the undertook relevation be added to 'Please outline any additional transcription of the undertook.'	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 5	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0  5  4	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 5 4 3	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0  5  4  3  4  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	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	d 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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts  No. of staff in post	48
	1
No. of staff in post	or for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that the staff of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training trai	or for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	1 ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that ma	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is

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	d 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 who have the required qualification to be registered with Social Care Wales as a social	13 35
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the	

# Service Profile

# Service Details

Name of Service	Ceiriosen Bren
Service Telephone Number	01792 885126

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

	Г
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 i t serves as valuable guidance for us as a business.  Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platform for discussing any issues.  Our people we support guides outline the process for making com plaints, 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 designate d 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.

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Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming 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 a ssessments before an offer is made for a placement, and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona ls. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 als o has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM pra ctitioners, who review incidents, and offer advice, support, and t raining. The embeddedness of safeguarding training and intern al procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 be havioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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

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
	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts  No. of staff in post	1

Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. Induction 1 Health & Safety Equality, Diversity & Human Rights 1 1 Infection, prevention & control Manual Handling 1 1 Safeguarding 1 Medicine management 0 Dementia Positive Behaviour Management 1 Food Hygiene Please outline any additional training undertaken - Care Certificate (key areas covered: Understandi pertinent to this role which is not outlined above. ng Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Cen tred Care, Communication, Privacy and Dignity, Flu ids and Nutrition, Awareness of Mental Health, Dem entia and Learning Disabilities, Safeguarding Adult s, Safeguarding Children, Basic Life Support, Healt h 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

No. of Fixed term contracted staff 0 0 No. of volunteers

No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 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) No. of part-time staff (17-34 hours per week) 0 0 No. of part-time staff (16 hours or under per week)

Staff Qualifications

staff

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

Deputy service manager	
Does your service structure include roles of this type?	No

Does your service structure include roles of this lype?  Registered rurses  Does your service structure include roles of this lype?  Serior social care workers providing direct care  Does your service structure include roles of this lype?  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 for this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year for this role type.  Filled and vacant posts  No. of posts vacant  0  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertock 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  Equality, Diversity & Human Rights  3  Infection, prevention & control  3  Manual Handling  3  Safeguarding  3  Positive Behaviour Management  0  Positive Behaviour Management  3  Food Hygiene  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Care, Equality and Diversity, Work in a Person Prevention and Control)  - Acquired Brain hijury  - Autism Awareness  - Lone Working  - Mental Health  - COSH+  - Sipe Awareness  - Lone Working  - Mental Health  - COSH+  - Sipe Awareness  - Lone Working  - Mental Health  - COSH+  - Sipe Awareness  - Learning Disability	Other supervisory staff	
Does your service structure include roles of this type?  Registered nurses  Does your service structure include roles of this type?  Serior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year stated, the information added should be the position as of the 31st March of the last financial year for this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year for this role type.  Filled and vacant posts  No. of staff in post  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  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  3 Manual Handling  3 Safeguarding  Medicine management  Dementia  0 Positive Behaviour Management  3 Safeguarding  4 Positive Behaviour Management  5 Positive Behaviour Management  9 Positive Behaviour Management  9 Positive Behaviour Management  10 Positive Behaviour Management  11 Positive Behaviour Management  12 Positive Behaviour Management  13 Positive Behaviour Management  14 Positive Behaviour Management  15 Positive Behaviour Management  16 Positive Behaviour Management  17 Positive Behaviour Management  18 Positive Behaviour Management  19 Positive Behaviour Management  19 Positive Behaviour Management  20 Positive Behaviour Management  3 Positive Behaviour Management	Does your service structure include roles of this type?	No
Registered nurses  Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this 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 yes  Filled and vacant posts  No. of staff in post  No. of staff in post  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  O  Health & Safety  2  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  3  Safeguarding  3  Medicine management  Dementia  O  Positive Behaviour Management  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understage of Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, entia and Learning Disabilities, Safeguarding  A safeguarding Children, Basic Life Support, H is and Safety, Handling Information, Infection Prevention and Control)  - Acquired Brain flyiny  - Autism Awareness  - Lone Working  - Mental Health - COSH+ - COSH+ - Commanication, Privacy and Dignity  - Contractual Arrangements  Contractual Arrangements	Nursing care staff	
Does your service structure include roles of this type?  Serior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year for this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year for this role type.  Filled and vacant posts  No. of staff in post  3  No. of posts vacant  0  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above.  Induction  O  Health & Safety  Equality, Diversity & Human Rights  3  Infection, prevention & control  3  Safeguarding  3  Safeguarding  3  Care Certificate (key areas covered: Understand of North Prevention and Centrol)  - Acquired Brain hijury  - Autism Awareness of Mental Health  - Cost Care, Communication, Privacy and Dignity ids and Nutrition, Awareness of Mental Health  - COSHH  - COSHH  - Copper  - Fire Awareness  - Learning Disability  Contractual Arrangements	Does your service structure include roles of this type?	No
Serior social cre workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year Filled and vacant posts  No. of staff in post  No. of staff in post  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  O  Health & Safety  Equality, Diversity & Human Rights  3  Safeguarding  3  Safeguarding  3  Safeguarding  3  Safeguarding  3  Safeguarding  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  O  Positive Behaviour Management  3  Pool Hygiene  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understand of Learning Disabilities, Safeguarding As Safeguarding Children, Basic Life Support, H h and Safety, Handling Information, Privacy and Dignity ids and Nutrition, Awareness of Mental Health COSPH  - Copher Working  - Mental Health  - COSPH  - Gippe  - Fire Awareness  - Learning Disability  Contractual Arrangements	Registered nurses	
Does your service structure include roles of this type?  Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year Filled and vacant posts  No. of staff in post  No. of staff in post  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  Equality, Diversity & Human Rights  3  Infection, prevention & control  3  Manual Handling  3  Safeguarding  3  Medicine management  0  Positive Behaviour Management  3  Care Carlificate (key areas covered: Understan yo'r Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity ids and Nutrition, Awareness of Mental Health, entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support. H h and Safety, Handling Information, Infection Prevention and Control)  - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSH+ - GDPR - Fire Awareness - Learning Disabilities, Safeguardins - Contractual Arrangements	Does your service structure include roles of this type?	No
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 No. of posts vacant  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.  Induction  0  Health & Safety 2 Equality, Diversity & Human Rights 3 Infection, prevention & control 3 Manual Handling 3 Safeguarding 3  Positive Behaviour Management 3  Positive Behaviour Management 3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Care, Equality, and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health Cost Health - COSH+1 - GDPR - Fire Awareness - Learning Disability  Contractual Arrangements	Senior social care workers providing direct care	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.  Induction  O  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  O  Positive Behaviour Management  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person of Care, Communication, Privacy and Dignity, ids and Autrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding A s. Safeguarding Children, Basic Life Support, H 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	Does your service structure include roles of this type?	Yes
No. of staff in post  No. of posts vacant  O  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  O  Health & Safety  Equality, Diversity & Human Rights  3  Infection, prevention & control  3  Manual Handling  3  Safeguarding  3  Medicine management  Dementia  O  Positive Behaviour Management  3  Poesitive Behaviour Management  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dur Care, Equality and Diversity, Work in a Person of Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, Intel and Learning Disabilities, Safeguarding A, Safeguarding A, Safeguarding Children, Basic Life Support, H h 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 posts vacant  Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.  Induction  0  Health & Safety  2  Equality, Diversity & Human Rights  3  Infection, prevention & control  3  Manual Handling  3  Safeguarding  3  Medicine management  3  Dementia  0  Positive Behaviour Management  5  Food Hygiene  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Prevention and Control)  - Acquired Brain Injury - Autism Awareness of Mental 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	Filled and vacant posts	
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 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.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please quality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity ids and Nutrition, Awareness of Mental Health, entia and Learning Disabilities, Safeguarding A s, Safeguarding Childen, Basic Life Support, H h 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 staff in post	3
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    O	No. of posts vacant	0
Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Tood Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, Hh 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		<u> </u>
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding A s, Safeguarding Children, Basic Life Support, H h 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	Health & Safety	2
Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  3  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dul Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding A s, Safeguarding Children, Basic Life Support, H h 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	Equality, Diversity & Human Rights	3
Safeguarding  Medicine management  Dementia  Positive Behaviour Management  3  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Personal Development, Dutager, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, Hand Safety, Handling Information, Infection Prevention and Control)  - Acquired Brain Injury  - Autism Awareness  - Lone Working  - Mental Health  - COSHH  - GDPR  - Fire Awareness  - Learning Disability  Contractual Arrangements	Infection, prevention & control	3
Medicine management  Dementia  Dementia  O  Positive Behaviour Management  Food Hygiene  3  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, H h 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	Manual Handling	3
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, Hand Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness - Learning Disability  Contractual Arrangements	Safeguarding	3
Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, H 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	Medicine management	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, H 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	Dementia	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.  - Care Certificate (key areas covered: Understang Your Role, Your Personal Development, Duffers, Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, Hh 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	Positive Behaviour Management	3
ng Your Role, Your Personal Development, Dut Care, Equality and Diversity, Work in a Person tred Care, Communication, Privacy and Dignity, ids and Nutrition, Awareness of Mental Health, I entia and Learning Disabilities, Safeguarding As, Safeguarding Children, Basic Life Support, H h 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	Food Hygiene	3
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness
No of permanent staff	Contractual Arrangements	
	No. of permanent staff	3

	T
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	d 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	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	Yes
Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  7
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post  No. of posts vacant	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trant outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated and information added should be stated and information added should be stated and informati	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.  7 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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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)	0
staff	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	3
No. of staff working towards the required/recommended qualification	4
Domestic staff	
	1
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

support to during the last financial year?	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?	We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as i t serves as valuable guidance for us as a business.  Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platform for discussing any issues.  Our people we support guides outline the process for making com plaints, 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?	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 provid es 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

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 fe edback. These meetings cover both in-house and community a ctivities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we rev iew menus and provide support in areas such as budgeting, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming 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 a ssessments before an offer is made for a placement, and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona ls. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 safeguardin g 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 pract itioners, 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.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 be havioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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 pr ocess, we directly meet the outcomes set out in the Social Servi ces and Well-being (Wales) Act 2014. It follows a person-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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

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'.

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	

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

Filled	and	vacant	posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- 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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year  Set out the number of staff who undertook relevation provided is only a sample of the training that ma	ant training. The list of training categories
can be added to 'Please outline any additional tr not outlined above'.	raining undertaken pertinent for this role which is
not outlined above'.	raining undertaken pertinent for this role which is
not outlined above'.  Induction	raining undertaken pertinent for this role which is
not outlined above'.  Induction  Health & Safety	o  3
Induction Health & Safety Equality, Diversity & Human Rights	o 3 3
Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	0 3 3 3
Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 3 3 1
Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 3 3 1
Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	o 3 3 1 3 3 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	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 ar the service. The service operates with days and night shifts.
Staff Qualifications	
No. of staff who have the required qualification to	2
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	22

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.	- 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 Adult s, 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
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
ļ	
Outline below the number of permanent and fixe	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	
	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week.  12 8 2
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week.  12 8 2
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Typical shift patterns in operation for employed staff 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	d term contact staff by hours worked per week.  12  8  2  staff  The service operates 12 shifts ar the service.
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No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Typical shift patterns in operation for employed staff employed at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social	d term contact staff by hours worked per week.  12 8 2 staff  The service operates 12 shifts ar the service. The service operates with days and night shifts .

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

#### 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	4
support to during the last financial year?	

# 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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.

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve 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 att ention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

12.80

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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.

Filled and vacant posts

ı		
	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)	l .	
	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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 1	
	<u> </u>	
Safeguarding	1	
Safeguarding Medicine management	1 1	
Safeguarding  Medicine management  Dementia	1 1 0	
Safeguarding Medicine management Dementia Positive Behaviour Management	1 1 0 1	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1  1  1  1  - 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	
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1  1  1  1  - 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	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive of the positive o	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training traini	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  In for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the possible of the possible o	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that the set of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training t	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  If for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posson of staff in post  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ir for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 1 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 Cetred Care, Communication, Privacy and Dignity, Fids and Nutrition, Awareness of Mental Health, Deentia and Learning Disabilities, Safeguarding Adus, 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)	0
staff	
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
The of part-time stair (10 hours of under per week)	<u>  °                                   </u>
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	
be registered with Social Care Wales as a social	1
be registered with Social Care Wales as a social care worker  No. of staff working towards the	0
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification	
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care	0
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this	
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?	Yes  cifically to this role type only. Unless otherwise
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	O Yes

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'.

	<u> </u>
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.	- 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	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	The service operates 12 hour shifts at the service. The service operates with day shifts and sleep nigh
each shift.	ts
each shift.  Staff Qualifications	1.
	1

required/recommended qualification

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	11
support to during the last financial year?	

# 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 p atio furniture for communal use. There is a covered smoking shelt er 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.

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

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At M&D Care, all individuals we support undergo compatibility a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

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Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa v.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

12.37

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

ı		
	No. of staff in post	1
l	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**

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

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

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  crifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	Yes  crifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive of the positive o	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive of the positive o	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline an	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that described in the provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may ca	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 2
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the last financial training the last financial year set outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  3 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 2 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	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 s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	16	
	•	

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.	- 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	Lac	
No. of permanent staff	16	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff  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 s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	9	
No. of staff working towards the required/recommended qualification	7	

required/recommended qualification

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?	

# 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	5
support to during the last financial year?	

# 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 in cludes 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.

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 als o has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM pra ctitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and intern al procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa v.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services with an opportunity to highlig ht concerns and allow the RI to observe practice, review inciden ts, and monitor the environment. People We Support are encou raged to access the local advocacy service, with details of the n earest service and how to contact them, outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

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
	pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	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		
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	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			
Senior social care workers providing direct care			
Senior social care workers providing direct care  Does your service structure include roles of this type?	Yes		
Does your service structure include roles of this type?  Important: All questions in this section relate spe			
Does your service structure include roles of this type?  Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise		
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts  No. of staff in post	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.		
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Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	- Care Certificate (key areas covered: Understand ng Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Ce tred Care, Communication, Privacy and Dignity, Flids and Nutrition, Awareness of Mental Health, Derentia and Learning Disabilities, Safeguarding Aduls, 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff is most	8
No. of staff in post	9

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 7 Infection, prevention & control 4 Manual Handling 7 Safeguarding Medicine management 8 0 Dementia Positive Behaviour Management 5 6 Food Hygiene Please outline any additional training undertaken - Care Certificate (key areas covered: Understandi ng Your Role, Your Personal Development, Duty of pertinent to this role which is not outlined above. Care, Equality and Diversity, Work in a Person Cen tred Care, Communication, Privacy and Dignity, Flu ids and Nutrition, Awareness of Mental Health, Dem entia and Learning Disabilities, Safeguarding Adult s, Safeguarding Children, Basic Life Support, Healt h 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 1 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff 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 The service operates 12 hour shifts at the service. at the service in this role type. You should also The service operates with days and Night shifts include the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to 6 be registered with Social Care Wales as a social care worker

2

No. of staff working towards the

required/recommended qualification

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?		

# 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	7
support to during the last financial year?	

# 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 de cking area and patio furniture. There is also a covered smoking s helter 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.

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa v.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

10.13

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

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

#### Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.

Filled and vacant posts

ı		
	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	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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	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	
	T	
Does your service structure include roles of this type?	No	
	No	
type?	No Yes	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  cifically to this role type only. Unless otherwise	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positions.  Filled and vacant posts	Yes  cifically to this role type only. Unless otherwise	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the position of staff in post	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the position of staff in post	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please ou	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
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Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.  Induction  Health & Safety	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 0	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that described by the same and the same a	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0	
Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the last financial training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outlin	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 0 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 Cetred Care, Communication, Privacy and Dignity, Fids and Nutrition, Awareness of Mental Health, Deentia and Learning Disabilities, Safeguarding Adus, 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 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	1
care worker  No. of staff working towards the	0
care worker  No. of staff working towards the	0
Care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this	O Yes
Care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positions.	Yes cifically to this role type only. Unless otherwise

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

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

Induction	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.	- 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	
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	

Catering staff	
Other types of staff	

# 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	15
support to during the last financial year?	

# 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 i ndividual 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.

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 als o has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM pra ctitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and intern al procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.

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 include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on display.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

85.97

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

ed should relate to the period during which the staff member has been working for the provider only.			
	Service Manager		
Does your service structure include roles of this type?			
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
	Filled and vacant posts		
1	1		

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

No. of staff in post

No. of posts vacant

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'.

0

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
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

# 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) ostaff 0

**Contractual Arrangements** 

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia 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: Understand ng Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Cettred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Derentia 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
	<u> </u>

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

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
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.	- 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 fixe	d 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
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	0

required/recommended qualification

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	77
No. of posts vacant	9
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be undertaken be added to 'Please outline any additional training that may be undertaken be undertaken by the last financial year.	ant training. The list of training categories
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.	- Care Certificate (key areas covered: Understand ng Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Certred Care, Communication, Privacy and Dignity, Flids and Nutrition, Awareness of Mental Health, Derentia and Learning Disabilities, Safeguarding Aduls, 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	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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	68
NO. OF THE STATE (SO HOURS OF THORE DEL WEEK)	00

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 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	20	
No. of staff working towards the required/recommended qualification	52	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
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'.		
can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed	
can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed	
can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2 1	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2 1 2	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2 1 2 1	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2 1 1 0	
can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 2 2 1 2 1	

Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
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.		
stated, the information added should be the pos		
stated, the information added should be the pos	ition as of the 31st March of the last financial year.	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that ma	tition as of the 31st March of the last financial year.  1 0 In for this role type.  ant training. The list of training categories	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may set out the number of staff who undertook relevations only a sample of the training that may can be added to 'Please outline any additional training that may set outline any additional training trainin	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training data to utilined above'.	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional t	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year serviced is only a sample of the training that may can be added to 'Please outline any additional training duditional training that may service in the sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training training training training traini	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	1 0 or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	

Please outline any additional training undertaken - Care Certificate (key areas covered: Understandi ng Your Role, Your Personal Development, Duty of pertinent to this role which is not outlined above. Care, Equality and Diversity, Work in a Person Cen tred Care, Communication, Privacy and Dignity, Flu ids and Nutrition, Awareness of Mental Health, Dem entia and Learning Disabilities, Safeguarding Adult s, Safeguarding Children, Basic Life Support, Healt h 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 1 No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) 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 0 No. of part-time staff (17-34 hours per week) 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 Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the Rota Coordinator - The role comprises of building a role responsibilities. nd managing our rotas to ensure our workforce is u tilised most effectively. Filled and vacant posts No. of staff in post 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 Equality, Diversity & Human Rights 0 0 Infection, prevention & control Manual Handling 0 1 Safeguarding

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: Understand ng Your Role, Your Personal Development, Duty o Care, Equality and Diversity, Work in a Person Cettred Care, Communication, Privacy and Dignity, Flids and Nutrition, Awareness of Mental Health, Derentia and Learning Disabilities, Safeguarding Aduls, Safeguarding Children, Basic Life Support, Heal h 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	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)	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	

## People Supported

How many people in total did the service provide care and support to during the last financial year?	10
capport to daming the last manifest year.	

## 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 i t serves as valuable guidance for us as a business.  Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platform for discussing any issues.  Our people we support guides outline the process for making com plaints, 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 t he 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 fe edback. These meetings cover both in-house and community a ctivities, ensuring people we support exercise choice and have the opportunity for meaningful experiences. Additionally, we rev iew menus and provide support in areas such as budgeting, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious 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 outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona ls. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local c ommunity.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 comprise d 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 in ternal procedures are tested on visit by the quality assurance a udit team, and also discussed in regulation 73 visits.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

12.82

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

ı		
	No. of staff in post	1
l	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**

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

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

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

0 0	
0	
0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
1	
0	
0	
0	
1	
No	
No	
No	
Yes	
ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.	
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sition as of the 31st March of the last financial year.	
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3 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  0 3	
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3 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  0 3 2 3	
3 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not liste training undertaken pertinent for this role which	

Dementia	•	
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 Cetred Care, Communication, Privacy and Dignity, Fids and Nutrition, Awareness of Mental Health, Deentia and Learning Disabilities, Safeguarding Adus, 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)	0	
staff		
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		
at the service in this role type. You should also include the average number of staff working in	The service operates 12 hour shifts at the service The service operates with days and Night shifts	
at the service in this role type. You should also include the average number of staff working in		
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications	The service operates with days and Night shifts	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social		
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the	The service operates with days and Night shifts	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification	The service operates with days and Night shifts	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care	The service operates with days and Night shifts  2	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this	The service operates with days and Night shifts	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	The service operates with days and Night shifts  2  1  Yes  cifically to this role type only. Unless otherwise	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?	2 1 Yes	
at the service in this role type. You should also include the average number of staff working in each shift.  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	The service operates with days and Night shifts  2  1  Yes  cifically to this role type only. Unless otherwise	

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

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

Induction	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		
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	9	

required/recommended qualification

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	12
support to during the last financial year?	

## 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 ea ch contained outdoor space has a built in trampoline. There is als o 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 (AD L) training kitchen. There is one sensory room.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	ovision 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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve 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 att ention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 be havioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

57.10

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 entere

#### Staff Type

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

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

No. of posts vacant

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'.

0

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.	- 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	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.		
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.	- 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 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
Important: All questions in this section relate spe stated, the information added should be the posi	
	tion as of the 31st March of the last illiandar year.
Filled and vacant posts	tion as of the 31st March of the last illiandar year.
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Filled and vacant posts	
Filled and vacant posts  No. of staff in post	3 0 r for this role type. ant training. The list of training categories have been undertaken. Any training not listed
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Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea  Set out the number of staff who undertook relevate provided is only a sample of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional transition of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline	or for this role type. Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is
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Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea  Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	3 0 r for this role type. Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2 1
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	3 0 r for this role type. Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2 1 3
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	3 0 r for this role type. Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 2 2 1 3 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional transtonational depression of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional transtonation of the provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'P	3 0 r for this role type. Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2 1 3 2 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	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 fixe	d 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
· ·	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.	- 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 fixe	d 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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	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
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	50
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	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.	- 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	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
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	40

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	8
No. of staff working towards the required/recommended qualification	42
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that training that may be added to 'Please's outline any additional training that may be added to 'Please's outline any additional training that may be added to 'Please's outline any additional training the last financial year.	ant training. The list of training categories y have been undertaken. Any training not listed
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No. of part-time staff (16 hours or under per week) 0  Staff Qualifications		
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Von		
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.		
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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	
Contractual Arrangements  No. of permanent staff	2
	0
No. of permanent staff	
No. of permanent staff  No. of Fixed term contracted staff	0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers	0
No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	0 0 0
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No. of permanent staff  No. of Fixed term contracted staff  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe	0 0 0 0 term contact staff by hours worked per week.
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## 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
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## 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 i t serves as valuable guidance for us as a business.  Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platform for discussing any issues.  Our people we support guides outline the process for making com plaints, 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. T here is also a designated smoking area available for people we s upport.
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 pro	ovision of the service
Picture Exchange Communication System (PECS)	No

Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona ls. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa v.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

10.69

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? 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

ı	1	
	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.

N	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate sp stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
11 11 0 0 5 1	
Health & Safety	0
Health & Safety Equality, Diversity & Human Rights	1
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Equality, Diversity & Human Rights	1
Equality, Diversity & Human Rights Infection, prevention & control	1 1
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1 1 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1 1 0 1
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1 1 0 1
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1 1 0 1 1 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1 1 0 1 1 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 1 0 1 1 1 - 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
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 1 0 1 1 1 - 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

	<del>-</del>
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	T
Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  crifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positions.	Yes  crifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline an	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtoutined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may c	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 2
Does your service structure include roles of this type?  Senior social care workers providing direct care  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the last financial training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any ad	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  0 0 2 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 Cetred Care, Communication, Privacy and Dignity, Fids and Nutrition, Awareness of Mental Health, Deentia and Learning Disabilities, Safeguarding Adus, Safeguarding Children, Basic Life Support, Heath and Safety, Handling Information, Infection Prevention and Control) - Acquired Brain Injury - Autism Awareness - Lone Working - Mental Health - COSHH - GDPR - Fire Awareness
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The 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 spe- stated, the information added should be the posi-	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	9

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.	- 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
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	7
support to during the last financial year?	

## 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?

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

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

Our people we support guides outline the process for making com plaints, 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?	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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

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

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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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 als o has an in-house specialist support service that is comprised of highly qualified nurses, behaviour analysts, PBS and PBM pra ctitioners, who review incidents, and offer advice, support, and training. The embeddedness of safeguarding training and intern al procedures are tested on visit by the quality assurance audit team, and also discussed in regulation 73 visits.

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.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 assessm ent" as part of the pre-admission assessment. A manager or be havioural practitioner will carry out this assessment. The pre-ad mission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

62.38

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? 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

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

No. of staff in post

No. of posts vacant

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'.

0

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

### No. of permanent staff No. of Fixed term contracted staff No. of volunteers O No. of Agency/Bank staff 0

0

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

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

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
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 Adult s, 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	
F		

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?	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		
Filled and vacant posts		
No. of staff in post	3	
	3 1	
No. of staff in post	r for this role type.  Int training. The list of training categories have been undertaken. Any training not listed	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial yea  Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	r for this role type.  Int training. The list of training categories have been undertaken. Any training not listed	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	r for this role type.  Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	r for this role type.  Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'.  Induction  Health & Safety	r for this role type.  Int training. The list of training categories have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	r for this role type.  Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 1	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	r for this role type.  Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0  3  1	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	r for this role type.  Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 1 1 1	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	r for this role type.  Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0  3  1  1  2	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation to sufficient the provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	r for this role type.  Int training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 1 1 3 2 3	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'P	r for this role type.  Interior training. The list of training categories whave been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 3 1 1 3 2 3 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	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	Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	5	
No. of posts vacant	0	
· ·	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	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.	- 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
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	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	56	
No. of posts vacant	5	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Certred 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	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	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.	
No. of full time staff (25 hours or more per wook)	44	
No. of full-time staff (35 hours or more per week)		

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	19	
No. of staff working towards the required/recommended qualification	37	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safequarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
	1	
Food Hygiene	<u>'</u>	
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.		
stated, the information added should be the pos		
stated, the information added should be the pos		
stated, the information added should be the pos	ition as of the 31st March of the last financial year.	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that ma	1 0 ar for this role type. ant training. The list of training categories	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that set outline any additional training that may can be added to 'Please outline any additional training that may additional training	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevatively provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevative to the provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that m	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year serviced is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1 1 0 1 1 0	

Please outline any additional training undertaken - Care Certificate (key areas covered: Understandi ng Your Role, Your Personal Development, Duty of pertinent to this role which is not outlined above. Care, Equality and Diversity, Work in a Person Cen tred Care, Communication, Privacy and Dignity, Flu ids and Nutrition, Awareness of Mental Health, Dem entia and Learning Disabilities, Safeguarding Adult s, Safeguarding Children, Basic Life Support, Healt h 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 1 No. of permanent staff 0 No. of Fixed term contracted staff 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) 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 0 No. of part-time staff (17-34 hours per week) 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 Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the Rota Coordinator - The role comprises of building a role responsibilities. nd managing our rotas to ensure our workforce is u tilised most effectively. Filled and vacant posts No. of staff in post 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 Equality, Diversity & Human Rights 1 1 Infection, prevention & control Manual Handling 1 1 Safeguarding

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: Understand ng Your Role, Your Personal Development, Duty or Care, Equality and Diversity, Work in a Person Certred Care, Communication, Privacy and Dignity, Fluids and Nutrition, Awareness of Mental Health, Derentia 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	d term contact staff by hours worked per week.
	1
No. of full-time staff (35 hours or more per week)	•
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)	0

### Service Profile

### Service Details

Western Bay Domiciliary Care Service
01792 885126
English Medium

### 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 i t serves as valuable guidance for us as a business.  Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platform for discussing any issues.  Our people we support guides outline the process for making com plaints, 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  $\underline{\text{guidance}}$  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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve opportunities to reflect on practice and highlight any areas o f concern including abuse and neglect. Regular team meetings are held and provide further opportunities to bring issues to att ention and reiterate the importance of reporting abuse and neg lect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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

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		
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		
5		
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.	- 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	
Ponthy conico magger		

	Deputy service manager		
	Does your service structure include roles of this type?	Yes	
ı			1

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	Filled and vacant posts		
No. of staff in post			
No. of posts vacant	1		
	<u> </u>		
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	0		
Health & Safety	1		
Equality, Diversity & Human Rights	1		
Manual Handling	0		
Safeguarding	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.	- 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	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
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty Care, Equality and Diversity, Work in a Person Centred Care, Communication, Privacy and Dignity, Fids and Nutrition, Awareness of Mental Health, Deentia and Learning Disabilities, Safeguarding Adus, 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours 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	
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	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.	- 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 fixe	d 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	

### 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
Lankbarran ammig ma maramaman, kama	

### 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?	We actively promote the participation of people we support in our service delivery and highly appreciate the feedback provided, as i t serves as valuable guidance for us as a business.
	Bi-annual surveys are distributed to both internal and external sta keholders, allowing respondents to choose between anonymity or providing identifiable information which is used as a tool for furthe r exploration. Responsible Individual Regulation 73 visits offer a r obust opportunity for the people we support to provide feedback on the service they receive, raise concerns, or suggest improvem ents. Additionally, monthly key worker meetings serve as a platfor m for discussing any issues.
	Our people we support guides outline the process for making com plaints, 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?	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 garde n area, and there is one communal garden available to all residen ts.
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  $\underline{\text{guidance}}$  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 fe edback. These meetings cover both in-house and community a ctivities, 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, me dication, education, employment opportunities, and achieving o utcomes.

Each person has a personalised care plan that involves them a s 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 v arious aspects, including background, communication, mobility, personal care, finances, medication, relationships, education, tr aining, and recreation. They outline desired outcomes, support needed to reach goals, and progress made.

Service managers and the wider operations team monitor outco mes, providing regular progress updates to care teams and oth er stakeholders. We encourage individuals to complete weekly activity planners with staff support, ensuring awareness of upco ming events or appointments and enabling meaningful activity p lanning. 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 a ssessments before an offer is made for a placement. and admis sion is commenced to our services, these are usually conducte d by senior members of the operations team with involvement o f the Business Development Team, and often positive behaviou r support team input. These assessments evaluate suitability fo r a placement based on environmental factors, people we supp ort 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 compet ent service member formulates a personalised care plan, which may involve collaboration with the prospectively supported pers on. The care plan is implemented upon admission, with daily m onitoring of outcomes and risks. Positive outcomes and concer ns are communicated to care managers and health professiona Is. 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 traine d to support individuals in managing their diagnosis, and we ma intain regular communication with care management, and full m ultidisciplinary team. Additionally, we promote positive risk-takin g, 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 als o support individuals to engage and contribute within the local community.

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

All staff are trained to identify signs of abuse and neglect, and how to report any concerns if they arise. Staff also receive safe guarding 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.

Staff receive regular supervision and annual appraisals and ha ve 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 att ention and reiterate the importance of reporting abuse and neglect. M&D Care has a complaints procedure in place that is acc essible to all people involved in the service, with details include d in each service's Statement of Purpose, Service user guide a nd our complaints policy. Complaints posters are also on displa y.

Quarterly Responsible Individual Regulation 73 visits provide st aff and people using the services an opportunity to highlight co ncerns, and allows the RI to observe practice, review incidents and monitor the environment. People we support are encourag ed to access the local advocacy service, with details of the near est service and how to get in contact outlined in their respective People We Support guides.

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 be havioural practitioner will carry out this assessment. The pre-admission assessment gathers information on the individual's nee ds, goals, likes, and dislikes and looks at what setting would be st 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 through out 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-center ed approach, promotes skill building and overall well-being.

The Responsible Individual oversees that people we support ou tcomes are continually monitored and that there is clear eviden ce 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 consiste ncy, 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)

49.17

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	e 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.

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

## No. of permanent staff No. of Fixed term contracted staff No. of Volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff

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

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	2	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	2	
Manual Handling	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: Understand ng Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Cetred Care, Communication, Privacy and Dignity, Flids and Nutrition, Awareness of Mental Health, Derentia and Learning Disabilities, Safeguarding Aduls, 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	
	_1	

No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
provided is only a sample of the training that may can be added to 'Please outline any additional tr	have been undertaken. Any training not listed	
provided is only a sample of the training that may can be added to 'Please outline any additional tr	have been undertaken. Any training not listed	
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provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0	
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0	
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2	
provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2	
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2 2 2	
provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 2 2 2 2	
provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	0 0 2 2 2 2 2 2 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	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	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		
·	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.	- 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 permanent staff  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	
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	
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	56	
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	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.	- Care Certificate (key areas covered: Understanding Your Role, Your Personal Development, Duty of Care, Equality and Diversity, Work in a Person Certred 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	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	
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)	35	

No. of part-time staff (16 hours or under per week)	8	
Typical shift patterns in operation for employed staff		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	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	14	
No. of staff working towards the required/recommended qualification	42	
Domestic staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safequarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
	0	
Food Hygiene		
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	

Contractual Arrangements		
No. of payment stoff		
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.		
stated, the information added should be the pos		
stated, the information added should be the pos	ition as of the 31st March of the last financial year.	
stated, the information added should be the pos  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that ma	1 0 ir for this role type. ant training. The list of training categories	
Stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that was stated to the post of the training that may can be added to 'Please outline any additional training that may additional training that may additional training that may additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training traini	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Stated, the information added should be the pose.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial years. Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year service of the training that may can be added to 'Please outline any additional training dudiction  Induction  Health & Safety  Equality, Diversity & Human Rights	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 0	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	1 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 0 1 1 0 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that man can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 0 1 1 1 1	
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	1 0 ir for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 0 1 1 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook releves provided is only a sample of the training that man can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	1 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that material be added to 'Please outline any additional transtruction  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	1 0 rr for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 0 1 1 0 1 1 1 0	

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 Certred 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended	0
qualification	
qualification	Yes
qualification  Other types of staff  Does your service structure include any additional	Rota Coordinator - The role comprises of building
Qualification  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the	Rota Coordinator - The role comprises of building nd managing our rotas to ensure our workforce is
Qualification  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts	Rota Coordinator - The role comprises of building nd managing our rotas to ensure our workforce is
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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