

Annual Return 2024/2025

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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

Provider name:	Positive Lifestyles (Porthcawl) Limited
The provider was registered on:	17/07/2019

The regulated services delivered by this provider were:	Positive Lifestyles Porthcawl Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/10/2022
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Ann Lake
	Partnership Area	Cwm Taf Morgannwg
	Service Address	1 East Lodge, Port Talbot SA13 2TL
	Oakley House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/07/2019
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Melvyn Williams
	Maximum number of places	5
	Service Address	11 Mary Street, Porthcawl CF36 3YL
	Positive Lifestyles Porthcawl Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/07/2019
	Responsible Individual(s)	Emma Anyadike
	Manager(s)	Ann Lake
	Partnership Area	West Glamorgan
	Service Address	1 East Lodge, Port Talbot SA13 2TL

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	When staff are recruited they start their cycle of training. We have a contract with a training provider where all mandatory training is completed online with the additional practical training provided separately. The training matrix is updated regularly and reviewed by our training coordinator. Any bespoke training is provided separately dependent on the needs of the service user they support. All training is recorded and updated annually or when required.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

All CV's received are matched against the job specification. During interviews of the successful applicants, the managers assess whether the candidate is the correct match for the specified role we are looking to fill. A probationary period is given to all new recruits to enable us to assess whether they are best suited in this particular role. Happy, content, well informed and trained staff are easier to retain and we do this well. We also pay above minimum wage to remain competitive.

Service Profile

Service Details

Name of Service	Positive Lifestyles Porthcawl Ltd
Service Telephone Number	07949721875
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum hourly rate payable during the last financial year?	19.80
The maximum hourly rate payable during the last financial year?	24.38
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Family Surveys, one to one meetings with families and service users, family visits, social media pages which includes a private facebook page.

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.

Service users and family are fully involved in their care and support. We offer a bespoke service with service users needs at the centre of care and support planning with focus on the active support model. A person centred model of how to interact with individuals combined with daily planning system that promotes participation and enhances quality of life. With an improvement being evident in communication, families witness for themselves the care that their family member gets and the freedom of choice. Also seeing what we as a team can achieve with service users and the kind of life they can live is testament in itself. Communication between the family and Care manager is exemplary and this then also increases trust. Their concerns, demands, requests are put on a private facebook communication page and this is then actioned by the team. Service users access numerous facilities, like day services, college courses, biking, swimming, parks, beaches....the list of activities are endless and seeing their requests being met also pleases the families greatly. Many of the service users also get involved with helping with the planning of the weekly menu, shopping, preparation of their food choices, bulk cooking for those who live alone, preparing the dinner table, cleaning up after themselves. All of which teaches them so much about life skills but also builds confidence in them. We have been encouraged by words from commissioners and social workers at how pleased they are after reviewing the service user documentation at how much activities the service users have done, and also having good reports from our inspectors has been pleasing.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Sometimes the health appointments are booked by the families on this side of the home and they take them, however most of the time we are asked to do this therefore it is then monitored effectively. Feedback from appointments are given to families. When appointments are made they are written in the diary and shared on our private secure facebook page and highlighted on weekly rota.</p> <p>Our team have a duty of care towards our service users and should they notice a health issues then this is brought up with the family and immediate action is taken. Communication with social workers and parents is of paramount importance. Families will often ask the team to liaise with medical professionals with regards to medications, dental appointments etc</p> <p>For the service users who live along we work with them, still encouraging independence but provide assistance to them in booking appointments be that opticians, doctors, dental. Medication is checked daily by allocated people, following the MARR charts which are in place. Thorough training is given and audits which allow errors to be corrected immediately. We continue to encourage and support service users in personal care, allowing them to do what they can and then if needed we use active support, hand on hand, verbal prompting and showing/teaching. Many of our service users are doing more than what is expected of them, which is great to see. The dedicated team know the abilities of their service users well. When recruiting, we always consider and allocated the best suited team to a service user. This plays a huge role in well being. Once the relationship is set and the trust is there, the team member can engage far better with the service user and encourage a greater understanding of their wants and needs. We are proud of the relationship we have with the health professionals and we accept the advice they give us to always further improve the wellbeing of our service users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to adhere to many regulations which meet governance standards which all staff are trained on. We feel we run a safe environment where all service users feel safe and secure within their own home. Nothing to the contrary has ever been reported.</p> <p>Service users are listened to, they always have opportunities to talk to staff. The Care Manager is always available on the phone on a daily basis but also visits the homes of the service users weekly. This enables the manager to monitor the services very closely.</p> <p>We ensure daily care notes are accurate, complete enabling hand over to be smooth and service user oods are clearly noted.</p> <p>All staff undertake the relevant training, and all policies and procedures are reviewed annually but updated when required and communicated to the team.</p> <p>Commucation with families, social workers and outside agency is very important enabling effective transparency.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>18.10</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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

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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	22
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	6
Health & Safety	22
Equality, Diversity & Human Rights	22
Manual Handling	22
Safeguarding	22
Dementia	0
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid
Contractual arrangements for staff currently in post	
No. of permanent staff	22
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
Is the information about contractual arrangements correct?	Yes
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)	13
No. of part-time staff (17-34 hours per week)	6
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	15

No. of staff working towards the required/recommended qualification	7
Is the information about staff qualifications correct?	Yes
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	Positive Lifestyles Porthcawl Ltd
Service Telephone Number	07949721875
What is the main language through which the service is provided?	English
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?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.66
The maximum hourly rate payable during the last financial year?	24.66
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Family surveys, one to one meetings with families and service users, family visits, social media pages which includes a private facebook page.

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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Communication diary in PBS plan

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.

Service users and family are fully involved in their care and support. We offer a bespoke service with service users needs at the centre of care and support planning with focus on the active support model. A person centred model of how to interact with individuals combined with daily planning system that promotes participation and enhances quality of life. With an improvement being evident in communication, families witness for themselves the care that their family member gets and the freedom of choice. Also seeing what we as a team can achieve with service users and the kind of life they can live is testament in itself. Communication between the family and Care manager is exemplary and this then also increases trust. Their concerns, demands, requests are put on a private facebook communication page and this is then actioned by the team. Service users access numerous facilities, like day services, college courses, biking, swimming, parks, beaches...the list of activities are endless and seeing their requests being met also pleases the families greatly. Many of the service users also get involved with helping with the planning of the weekly menu, shopping, preparation of their food choices, bulk cooking for those who live alone, preparing the dinner table, cleaning up after themselves. All of which teaches them so much about life skills but also builds confidence in them. We have been encouraged by words from commissioners and social workers at how pleased they are after reviewing the service user documentation at how much activities the service users have done, and also having good reports from our inspectors has been pleasing.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Sometimes the health appointments are booked by the families on this side of the home and they take them, however most of the time we are asked to do this therefore it is then monitored effectively. Feedback from appointments are given to families. When appointments are made they are written in the diary and shared on our private secure facebook page and highlighted on weekly rota.</p> <p>Our team have a duty of care towards our service users and should they notice a health issues then this is brought up with the family and immediate action is taken. Communication with social workers and parents is of paramount importance. Families will often ask the team to liaise with medical professionals with regards to medications, dental appointments etc</p> <p>For the service users who live along we work with them, still encouraging independence but provide assistance to them in booking appointments be that opticians, doctors, dental. Medication is checked daily by allocated people, following the MARR charts which are in place. Thorough training is given and audits which allow errors to be corrected immediately. We continue to encourage and support service users in personal care, allowing them to do what they can and then if needed we use active support, hand on hand, verbal prompting and showing/teaching. Many of our service users are doing more than what is expected of them, which is great to see. The dedicated team know the abilities of their service users well. When recruiting, we always consider and allocated the best suited team to a service user. This plays a huge role in well being. Once the relationship is set and the trust is there, the team member can engage far better with the service user and encourage a greater understanding of their wants and needs. We are proud of the relationship we have with the health professionals and we accept the advice they give us to always further improve the wellbeing of our service users.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We continue to adhere to many regulations which meet governance standards which all staff are trained on. We feel we run a safe environment where all service users feel safe and secure within their own home. Nothing to the contrary has ever been reported.</p> <p>Service users are listened to, they always have opportunities to talk to staff. The Care Manager is always available on the phone on a daily basis but also visits the homes of the service users weekly. This enables the manager to monitor the services very closely.</p> <p>We ensure daily care notes are accurate, complete enabling hand over to be smooth and service user oods are clearly noted.</p> <p>All staff undertake the relevant training, and all policies and procedures are reviewed annually but updated when required and communicated to the team.</p> <p>Communication with families, social workers and outside agency is very important enabling effective transparency.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>2</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>

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

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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4

No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
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	Oakley House
Service Telephone Number	01656783203
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	2859.61
The maximum weekly fee payable during the last financial year?	4930.70
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We hold regular meetings with families updating them on our service. Questionnaires are also given out to families to complete. Internally facebook is used as a communication tool.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	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	We have an outdoor patio area where the service users are welcome to enjoy. Living on the sea front of porthcawl service users are a stone throw away from the beach and the pier.
Provide details of any other facilities to which the residents have access	n/a

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	Descriptive writing, Objects of reference

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Our company is all about the service users and their families. So much emphasis is on what their needs and wants are. All service users are fully involved in all the planning of their weekly activities, whether that be college courses or days out. Most are fully involved in their care. Most help us to plan their meals, go shopping, cook. Some are involved in the day to day activities of keeping a home.</p> <p>Constant communication between families and the team is essential and very effective. This is our way of showing to the families that their requests are being met and also that the service users are living fulfilling lives. Communication is also effective between the teams with our facebook page being our main source. This enables the manager to see who has read and actioned the post.</p> <p>Many of our service users have been able to register at college and attend day services this year. We even started our own day service this year which they so enjoyed and they invited their friends from college etc. This helps to give them a sense of purpose, belonging, strengthens their social skills, all while it being fun.</p> <p>During this financial year we were awaiting a decision on a potential new service user, and although it ended with her starting her new life with us it didn't come easy. However the feedback from all our meetings with the potential new service user and all involved was extremely encouraging and nothing short of excellent. As RI it has made me so proud in that people recognise that we love this house being a home and that we listen to our service users.</p> <p>As a management team, we are also constantly ensuring that recruiting the right kind of staff to work with certain individuals is an essential part of running a successful care company. This also has not come without its challenges but when the right people are working with the right service users the results speak for themselves.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Booking health appointments have continued in the same light this period, where all appointments are booked by us. They are all logged on the diary and recorded on the facebook page. When the appointments have been, a written summary is presented on the private secure facebook page also, so that the whole team are updated and then also the families are made aware. If the family then questions any of the team, they are all fully aware of what's going on. By using facebook, we can also keep an eye as management who has read the post and who hasn't caught up yet.</p> <p>We feel our team know their service users really well, triggers and key behaviours can be picked up on quickly should something be looming.</p> <p>The well being of our service users is of paramount importance and we pride ourselves in this.</p> <p>Making decisions based on the well being of the service user is also very important. We feel as a company their feelings and health are at the forefront of our minds. e.g If an activity is planned but the team can see a shift in mood/health that activity is cancelled and either something more appropriate or it is rebooked for another day.</p> <p>Medication continues to be done via MARR charts by allocated people, and this is then checked through audits.</p> <p>We continue to allocate the best suited team to a service user. Building trust allows a greater relationship and opportunity to encourage them.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We pride ourselves in ensuring that all service users feel their home is their safe environment. All our teams are highly trained and have all completed the mandatory training covering governance standards. Whistleblowing, safeguarding etc With our service users having gained a good rapport with their team, we would hope that they could share how they feel with them, but all our service users seem at ease knowing they are in a safe environment. Our families are happy with the service we provide. Our Care Manager often feeds back to the team after having met the family or spoken with them on the phone which is very often, that they are all happy and impressed with our care. They see the effort that our team go to, to keep their relatives safe and happy, living a fulfilled life. We as a team feel that we always ensure that our service users are fully protected. All our daily care notes are completed to a very high standard and if any issues arose, it would all be documented on there for us to refer back to. These would be read by the Care Manager and investigated and I would also audit certain documentation during my visits as the Responsible Individual. Our team also make themselves available to the service users under our care at all times. The Care Manager is always on hand, and therefore during their vulnerable times, there is always someone at the end of a phone, the home is full of staff, and everyone would be ready to listen. On my monthly visits as R.I I love having my chats with them. Some are so open in telling me what's been going on, and what they want changed. Sometimes I walk in to a female service user having written me a letter with all the changes she wants in her room. I love that they feel they can approach me in this manner. I know they would be able to discuss any worries or issues with me.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our service users having a safe and homely environment is something that is of paramount importance to us. Providing a home rather than a house is something we take pride in. During our meetings so far in relation to our new service user, it has made me so proud in being told how the first things they all noticed was the homely nature of our home, the welcoming nature of our team, and the feeling of safety. This is exactly the kind of report I take pleasure in reading. Having put a lot of our renovation work on hold until we knew about the new service user, has made planning a little difficult over the summer period. The plan was to develop our garden, with activities for the service users but with plans to renovate the conservatory and there being disruption that was put on hold. A place for our service users to enjoy is on the priority list. This will now be a part of their plan over the next few months to discuss with us what they would like in the garden, and for them to make it their own safe haven. We wanted to make their living area more enjoyable and nice, therefore all our sofa's have been replaced to nice leather one, which are easier to keep clean. These new sofa's are loved. It certainly brightens up the lounge area. Seeing the service users happy in their own environment is very important. One female wanted her room changed (again) therefore we worked with her and planned it and changed it to her design. Another gentleman doesn't tolerate anything in his room except a mattress and therefore over the next 6 months we will try new things again. We want him to feel comfortable and that is why everything was removed as they caused behaviours but we would like to work with him to be able to make it more comfortable. Activities have remained a primary focus, ensuring they all live fulfilling lives. They get to choose activities on a daily basis and many attend day centres, colleges etc Risk assessment are all completed before staff access the community and especially when holidays are planned. All staff undertake many courses and familiarise themselves with all policies and procedures, including dignity and confidentiality.</p>

The total number of full time equivalent posts at the service (as at 31 March)	19.80
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
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.	First Aid
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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
Is the information about staff qualifications correct?	Yes
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	21
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	21
Manual Handling	21
Safeguarding	21
Medicine management	21
Dementia	0
Positive Behaviour Management	21
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid

Contractual arrangements for staff currently in post	
No. of permanent staff	21
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
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	3
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.	8am - 10pm x 1 person 8am - 9pm x 1 person 9am - 10pm x 1 person 7am - 7pm x 1 person 8am - 7pm x 1 person 7pm - 9pm x 1 person 9am - 7pm x 1 person
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	5
Is the information about staff qualifications correct?	Yes
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