

# Gofal Cymru Care Ltd

## Annual Return 2025/2026

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The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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**Provider summary**

|   |  |
|---|--|
| <b>The provider was registered on:</b>              | 07/12/2018   |
| <b>The following lists the provider conditions:</b> | There are no conditions associated to the provider |

**Training and workforce planning arrangements**

|   |   |
|---|---|
| <b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b> | <p>A training matrix for each setting lists all employees and records all classroom and online based training modules, when they are completed and their refresher dates. This is monitored by the manager and audited by the training officer who ensures the required training is made available.</p> <p>In addition to the mandatory &amp; core training which employees have to complete, staff also have personal training &amp; development plans which are discussed during their supervisions and updated as necessary.</p> |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | <p>We have a recruitment needs report which is updated monthly or when there is a change in service needs. This is published to all managers and HR Team who use this to proactively recruit using various online job advertisement portals and in person job fairs.</p> <p>We ensure there is ongoing communication between the management team and support workers and likewise between the management team and board of directors to ensure job role clarity and pay banding reviews are fairly carried out.</p>                 |

**Regulated services delivered by this provider**

| <b>Service name</b>   | <b>Service type</b>         | <b>Type of care</b>    |
|-----------------------|-----------------------------|------------------------|
| Ty Mikail             | Care Home Service           | Childrens Home         |
| Ty Jibreel            | Care Home Service           | Childrens Home         |
| Swan House            | Care Home Service           | Childrens Home         |
| Rees House            | Care Home Service           | Adults Without Nursing |
| Ty Croeso             | Care Home Service           | Childrens Home         |
| Excel Homecare Agency | Domiciliary Support Service | None                   |
| Timothy House         | Care Home Service           | Adults With Nursing    |
| Mariam House          | Care Home Service           | Adults Without Nursing |
| Ty Soberton           | Care Home Service           | Adults Without Nursing |
| Ty Connie             | Care Home Service           | Adults Without Nursing |

## Service: Ty Croeso

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Childrens Home  |
| <b>Approval Date</b>  | 29/03/2019  |
| <b>Maximum number of places</b>   | 4   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 4 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 4   |

### Service management

|                                  |            |
|----------------------------------|------------|
| <b>Responsible Individual(s)</b> | Laura Rees |
| <b>Manager(s)</b>                | Nicola Rix |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Writing (Paper / Whiteboards)</li><li>• Objects of reference</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 4</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|  |
|--|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Staff interact with Service Users on a regular basis to try and ascertain their views on how the service operates, using communication methods that match their needs.. |
|--|

### Compliance and quality statement

### Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

### Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £4017.65 |
| The maximum weekly fee payable during the last financial year? | £6525.51 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

|  |    |
|--|----|
| The total number of full time equivalent posts at the service (as at 31 March) | 12 |
|--|----|

#### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 12                   | 0               |
| Other Staff        | 1                    | 0               |

#### Training undertaken

#### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |
| Other Staff        | All staff have completed | All staff have completed |

#### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |
| Other Staff        | All staff have completed           | All staff have completed        |

#### Manual Handling and Safeguarding

| Role type          | Manual Handling                      | Safeguarding                         |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | All staff have completed             | All staff have completed             |
| Senior Care Worker | All staff have completed             | All staff have completed             |
| Care Worker        | Working towards all staff completing | Working towards all staff completing |
| Other Staff        | All staff have completed             | All staff have completed             |

#### Medicine Management and Dementia

| Role type          | Medicine Management                  | Dementia                         |
|--------------------|--------------------------------------|----------------------------------|
| Manager            | All staff have completed             | Not relevant to this staff group |
| Senior Care Worker | All staff have completed             | Not relevant to this staff group |
| Care Worker        | Working towards all staff completing | Not relevant to this staff group |
| Other Staff        | All staff have completed             | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management | Food Hygiene             |
|--------------------|-------------------------------|--------------------------|
| Manager            | All staff have completed      | All staff have completed |
| Senior Care Worker | All staff have completed      | All staff have completed |
| Care Worker        | All staff have completed      | All staff have completed |
| Other Staff        | All staff have completed      | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 12                     | 0                                  | 0                 |
| Other Staff        | 1                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 0  |
| Other Staff        | 0                        | 0  |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 12                     | 0                      |
| Other Staff        | 1                      | 0                      |

#### Staff qualifications

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 1                           | 0   |
| Care Worker        | 6                           | 0   |
| Other Staff        | 1                           | 0   |

### Typical shift patterns

| Role type                 | Typical shift patterns   |
|---------------------------|--|
| <b>Senior Care Worker</b> | 08:00 - 16:00; 14:00 - 22:00; 10:00 - 20:00; 21:45 - 08:15; various training shifts; night sleep |
| <b>Care Worker</b>        | 08:00 - 16:00; 14:00 - 22:00; 10:00 - 20:00; 21:45 - 08:15; various training shifts; night sleep |

## Service: Mariam House

### Service summary

|   |  |
|---|--|
| <b>Service Type</b>   | Care Home Service  |
| <b>Type of Care</b>   | Adults Without Nursing   |
| <b>Approval Date</b>  | 07/12/2018   |
| <b>Maximum number of places</b>   | 3  |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service</li><li>• Gofal Cymru Care Ltd is registered to provide a Care Home Service at Mariam House 93 ST. MARYS AVENUE, BARRY CF63 4LT</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 3  |

### Service management

|                                  |              |
|----------------------------------|--------------|
| <b>Responsible Individual(s)</b> | Laura Rees   |
| <b>Manager(s)</b>                | verna Nunney |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |  |
|---|--|
| <b>What is the main language through which the service is provided?</b> | English  |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service   |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• Outdoor seating / entertainment area</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are spoken to on a regular basis to get their views on how the service operates. |
|---|

### Compliance and quality statement

|   |
|---|
| <b>Not Inspected - Strong Internal Checks</b> |
|---|

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £3348.95 |
| The maximum weekly fee payable during the last financial year? | £3828.95 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

|  |      |
|--|------|
| The total number of full time equivalent posts at the service (as at 31 March) | 8.50 |
|--|------|

#### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 7                    | 0               |

#### Training undertaken

#### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

#### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |

#### Manual Handling and Safeguarding

| Role type          | Manual Handling          | Safeguarding             |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

#### Medicine Management and Dementia

| Role type          | Medicine Management      | Dementia                         |
|--------------------|--------------------------|----------------------------------|
| Manager            | All staff have completed | All staff have completed         |
| Senior Care Worker | All staff have completed | All staff have completed         |
| Care Worker        | All staff have completed | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management | Food Hygiene             |
|--------------------|-------------------------------|--------------------------|
| Manager            | All staff have completed      | All staff have completed |
| Senior Care Worker | All staff have completed      | All staff have completed |
| Care Worker        | All staff have completed      | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 7                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 0  |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 5                      | 2                      |

#### Staff qualifications

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 1                           | 0   |
| Care Worker        | 7                           | 0   |

#### Typical shift patterns

| Role type          | Typical shift patterns  |
|--------------------|---|
| Senior Care Worker | 08:00 - 16:00; 08:00 - 21:00; 21:45 - 08:15; 14:00 - 22:00 various training shifts; night sleep |
| Care Worker        | 08:00 - 16:00; 08:00 - 21:00; 21:45 - 08:15; 14:00 - 22:00 various training shifts; night sleep |

## Service: Ty Jibreel

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Childrens Home  |
| <b>Approval Date</b>  | 12/08/2022  |
| <b>Maximum number of places</b>   | 3   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Mohammad Inayat Abdoolla</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 3   |

### Service management

|                                  |                   |
|----------------------------------|-------------------|
| <b>Responsible Individual(s)</b> | Mohammad Abdoolla |
| <b>Manager(s)</b>                | Danielle Taylor   |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Picture Exchange Communication System (PECS)</li><li>• Social Stories</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Signalong</li><li>• Assistive Technology</li><li>• Writing (Paper / Whiteboards)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• Outdoor seating / entertainment area</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are consulted on a regular basis to get their views on how the service operates using appropriate communication methods. |
|---|

### Compliance and quality statement

### Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

### Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £3562.20 |
| The maximum weekly fee payable during the last financial year? | £6872.25 |

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

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

### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 2                    | 0               |
| Care Worker        | 14                   | 0               |
| Other Staff        | 1                    | 0               |

### Training undertaken

#### Induction and Health & Safety

| Role type          | Induction                            | Health & Safety          |
|--------------------|--------------------------------------|--------------------------|
| Manager            | All staff have completed             | All staff have completed |
| Senior Care Worker | All staff have completed             | All staff have completed |
| Care Worker        | Working towards all staff completing | All staff have completed |
| Other Staff        | All staff have completed             | All staff have completed |

### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |
| Other Staff        | All staff have completed           | All staff have completed        |

### Manual Handling and Safeguarding

| Role type          | Manual Handling                      | Safeguarding                         |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | All staff have completed             | All staff have completed             |
| Senior Care Worker | All staff have completed             | All staff have completed             |
| Care Worker        | Working towards all staff completing | Working towards all staff completing |
| Other Staff        | All staff have completed             | All staff have completed             |

#### Medicine Management and Dementia

| Role type          | Medicine Management                  | Dementia                         |
|--------------------|--------------------------------------|----------------------------------|
| Manager            | All staff have completed             | Not relevant to this staff group |
| Senior Care Worker | All staff have completed             | Not relevant to this staff group |
| Care Worker        | Working towards all staff completing | Not relevant to this staff group |
| Other Staff        | All staff have completed             | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management        | Food Hygiene             |
|--------------------|--------------------------------------|--------------------------|
| Manager            | All staff have completed             | All staff have completed |
| Senior Care Worker | All staff have completed             | All staff have completed |
| Care Worker        | Working towards all staff completing | All staff have completed |
| Other Staff        | All staff have completed             | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 2                      | 0                                  | 0                 |
| Care Worker        | 11                     | 0                                  | 0                 |
| Other Staff        | 1                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 3                        | 0  |
| Other Staff        | 0                        | 0  |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 0                      | 2                      |
| Care Worker        | 11                     | 3                      |
| Other Staff        | 1                      | 0                      |

#### Staff qualifications

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 2                           | 0   |
| Care Worker        | 6                           | 0   |
| Other Staff        | 1                           | 0   |

### Typical shift patterns

| Role type                 | Typical shift patterns   |
|---------------------------|--|
| <b>Senior Care Worker</b> | 09:00 - 22:00; 16:00 - 22:00; various training shifts; night sleep   |
| <b>Care Worker</b>        | Vary according to needs. 15:00 - 22:00; 10.00 - 18:00 (driver); 10:00 - 18:00; 09:00 - 22:00. Night shift 21:45 - 09:00, plus 1 night sleep in staff. Min 3 staff during day |

## Service: Excel Homecare Agency

### Service summary

|  |   |
|--|---|
| Service Type   | Domiciliary Support Service   |
| Type of Care   | None  |
| Approval Date  | 17/12/2018  |
| Maximum number of places   | 0   |
| Partnership Area   | Cardiff and Vale  |
| Service Conditions   | <ul style="list-style-type: none"><li>Gofal Cymru Care Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area</li><li>The responsible individual for this service is Mohammad Inayat Abdoolla</li></ul> |
| How many people in total did the service provide care and support to during the last financial year? | 0   |

### Service management

|                           |                   |
|---------------------------|-------------------|
| Responsible Individual(s) | Mohammad Abdoolla |
| Manager(s)                | Laura Rees        |

### Service contact details

|                               |  |
|-------------------------------|--|
| Service Telephone Number      | <a href="tel:02920400657">02920400657</a>                            |
| Service Contact Email Address | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|  |   |
|--|---|
| What is the main language through which the service is provided? | English   |
| Other languages used in the provision of the service             | <ul style="list-style-type: none"><li>Welsh</li></ul>             |
| Non-verbal communication methods used at the service             | There are no non verbal communication methods used at the service |

### Engagement with people using the service

|  |
|--|
| This service is currently dormant and CIW will be notified when operating again. |
|--|

### Compliance and quality statement

|  |
|--|
| <p><b>Not Inspected - Strong Internal Checks</b></p> <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p> |
|--|

### Fees charged by the service

|   |        |
|---|--------|
| The minimum hourly rate payable during the last financial year? | £12.60 |
| The maximum hourly rate payable during the last financial year? | £13.50 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

|  |   |
|--|---|
| The total number of full time equivalent posts at the service (as at 31 March) | 0 |
|--|---|

#### Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|-----------|----------------------|-----------------|
| Manager   | 1                    | 0               |

#### Training undertaken

#### Induction and Health & Safety

| Role type | Induction                | Health & Safety          |
|-----------|--------------------------|--------------------------|
| Manager   | All staff have completed | All staff have completed |

#### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type | Equality, Diversity & Human Rights | Infection, prevention & control |
|-----------|------------------------------------|---------------------------------|
| Manager   | All staff have completed           | All staff have completed        |

#### Manual Handling and Safeguarding

| Role type | Manual Handling                  | Safeguarding             |
|-----------|----------------------------------|--------------------------|
| Manager   | Not relevant to this staff group | All staff have completed |

#### Medicine Management and Dementia

| Role type | Medicine Management      | Dementia                         |
|-----------|--------------------------|----------------------------------|
| Manager   | All staff have completed | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type | Positive Behaviour Management        | Food Hygiene                     |
|-----------|--------------------------------------|----------------------------------|
| Manager   | Working towards all staff completing | Not relevant to this staff group |

#### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|-----------|------------------------|------------------------------------|-------------------|
| Manager   | 1                      | 0                                  | 0                 |

#### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|-----------|--------------------------|--|
| Manager   | 0                        | 0  |

#### Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|-----------|------------------------|------------------------|
| Manager   | 0                      | 1                      |

#### Staff qualifications

| <b>Role type</b> | <b>Hold required qualification</b> | <b>Working towards required qualification - not apprenticeship</b> |
|------------------|------------------------------------|--|
| <b>Manager</b>   | 0                                  | 0  |

## Service: Rees House

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Adults Without Nursing  |
| <b>Approval Date</b>  | 04/04/2019  |
| <b>Maximum number of places</b>   | 6   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 6 individuals can be accommodated at this service</li><li>• Gofal Cymru Care Ltd is registered to provide a Care Home Service at Rees House 3 &amp; 5 Timothy Rees Close , Cardiff CF5 2RH</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 5   |

### Service management

|                                  |                                      |
|----------------------------------|--------------------------------------|
| <b>Responsible Individual(s)</b> | Laura Rees                           |
| <b>Manager(s)</b>                | There are no Managers at the service |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |  |
|---|--|
| <b>What is the main language through which the service is provided?</b> | English  |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service   |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Signalong</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 6</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are spoken to on a regular basis to get their views on how the service operates. |
|---|

## Compliance and quality statement

### Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

## Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £3450.00 |
| The maximum weekly fee payable during the last financial year? | £5997.06 |

## Complaints processed by the service

|   |   |
|---|---|
| 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 |

## Staff working at the service

### Staff summary

|  |    |
|--|----|
| The total number of full time equivalent posts at the service (as at 31 March) | 23 |
|--|----|

## Posts and vacancies

| Role type   | No. of staff in post | Total vacancies |
|-------------|----------------------|-----------------|
| Manager     | 1                    | 0               |
| Care Worker | 21                   | 0               |
| Other Staff | 2                    | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type   | Induction                | Health & Safety          |
|-------------|--------------------------|--------------------------|
| Manager     | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |
| Other Staff | All staff have completed | All staff have completed |

### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type   | Equality, Diversity & Human Rights | Infection, prevention & control |
|-------------|------------------------------------|---------------------------------|
| Manager     | All staff have completed           | All staff have completed        |
| Care Worker | All staff have completed           | All staff have completed        |
| Other Staff | All staff have completed           | All staff have completed        |

### Manual Handling and Safeguarding

| Role type   | Manual Handling                      | Safeguarding                         |
|-------------|--------------------------------------|--------------------------------------|
| Manager     | All staff have completed             | All staff have completed             |
| Care Worker | Working towards all staff completing | Working towards all staff completing |
| Other Staff | Working towards all staff completing | Working towards all staff completing |

### Medicine Management and Dementia

| Role type   | Medicine Management                  | Dementia                         |
|-------------|--------------------------------------|----------------------------------|
| Manager     | All staff have completed             | Not relevant to this staff group |
| Care Worker | Working towards all staff completing | Not relevant to this staff group |
| Other Staff | All staff have completed             | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type   | Positive Behaviour Management        | Food Hygiene             |
|-------------|--------------------------------------|--------------------------|
| Manager     | All staff have completed             | All staff have completed |
| Care Worker | All staff have completed             | All staff have completed |
| Other Staff | Working towards all staff completing | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type   | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|-------------|------------------------|------------------------------------|-------------------|
| Manager     | 1                      | 0                                  | 0                 |
| Care Worker | 21                     | 0                                  | 0                 |
| Other Staff | 2                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type   | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|-------------|--------------------------|--|
| Manager     | 0                        | 0  |
| Care Worker | 0                        | 0  |
| Other Staff | 0                        | 0  |

#### Full time v part time information

| Role type   | No. of full time staff | No. of part time staff |
|-------------|------------------------|------------------------|
| Manager     | 1                      | 0                      |
| Care Worker | 20                     | 1                      |
| Other Staff | 2                      | 0                      |

#### Staff qualifications

| Role type   | Hold required qualification | Working towards required qualification - not apprenticeship |
|-------------|-----------------------------|---|
| Manager     | 1                           | 0   |
| Care Worker | 5                           | 1   |
| Other Staff | 2                           | 0   |

#### Typical shift patterns

| Role type   | Typical shift patterns   |
|-------------|--|
| Care Worker | 08:00 - 16:00; 14:00 - 22:00; 10:00 - 20:00; 21:45 - 08:15; various training shifts; night sleep |

## Service: Swan House

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Childrens Home  |
| <b>Approval Date</b>  | 22/09/2025  |
| <b>Maximum number of places</b>   | 4   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 4 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Mohammad Inayat Abdoolla</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 2   |

### Service management

|                                  |                   |
|----------------------------------|-------------------|
| <b>Responsible Individual(s)</b> | Mohammad Abdoolla |
| <b>Manager(s)</b>                | Ellouise Evans    |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Assistive Technology</li><li>• Writing (Paper / Whiteboards)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 2</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 4</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are consulted on a regular basis to get their views on how the service operates using appropriate communication methods. |
|---|

### Compliance and quality statement

### Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £6660.00 |
| The maximum weekly fee payable during the last financial year? | £6745.68 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

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

#### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 9                    | 0               |

#### Training undertaken

##### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

##### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |

##### Manual Handling and Safeguarding

| Role type          | Manual Handling                      | Safeguarding                         |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | All staff have completed             | All staff have completed             |
| Senior Care Worker | All staff have completed             | All staff have completed             |
| Care Worker        | Working towards all staff completing | Working towards all staff completing |

##### Medicine Management and Dementia

| Role type          | Medicine Management                  | Dementia                         |
|--------------------|--------------------------------------|----------------------------------|
| Manager            | All staff have completed             | All staff have completed         |
| Senior Care Worker | All staff have completed             | All staff have completed         |
| Care Worker        | Working towards all staff completing | Not relevant to this staff group |

#### **Positive Behaviour Management and Food Hygiene**

| Role type          | Positive Behaviour Management        | Food Hygiene             |
|--------------------|--------------------------------------|--------------------------|
| Manager            | All staff have completed             | All staff have completed |
| Senior Care Worker | All staff have completed             | All staff have completed |
| Care Worker        | Working towards all staff completing | All staff have completed |

#### **Contractual arrangements**

##### **Permanent Staff, Fixed Term Contracted Staff and Volunteers**

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 9                      | 0                                  | 0                 |

##### **Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff**

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 0  |

#### **Full time v part time information**

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 7                      | 2                      |

#### **Staff qualifications**

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 1                           | 0   |
| Care Worker        | 2                           | 0   |

#### **Typical shift patterns**

| Role type          | Typical shift patterns  |
|--------------------|---|
| Senior Care Worker | 09:00 - 22:00; 16:00 - 22:00; various training shifts; night sleep    |
| Care Worker        | 08:00 - 16:00; 09:00 - 22:00; 21:45 - 08:15; various training shifts. |

## Service: Ty Soberton

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Adults Without Nursing  |
| <b>Approval Date</b>  | 22/03/2019  |
| <b>Maximum number of places</b>   | 4   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 4 individuals can be accommodated at this service</li><li>• Gofal Cymru Care Ltd is registered to provide a Care Home Service at Ty Soberton, 16 Soberton Avenue, Cardiff CF14 3NJ</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 3   |

### Service management

|                                  |            |
|----------------------------------|------------|
| <b>Responsible Individual(s)</b> | Laura Rees |
| <b>Manager(s)</b>                | Nicola Rix |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Picture Exchange Communication System (PECS)</li><li>• Signalong</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Objects of reference</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Staff interact with Service Users on a regular basis to get their views on how the service operates using methods of communication that are person centred and |
|---|

appropriate to them.

## Compliance and quality statement

### Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

## Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £3897.10 |
| The maximum weekly fee payable during the last financial year? | £9450.00 |

## Complaints processed by the service

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

## Staff working at the service

### Staff summary

|  |    |
|--|----|
| The total number of full time equivalent posts at the service (as at 31 March) | 14 |
|--|----|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 14                   | 0               |
| Other Staff        | 1                    | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |
| Other Staff        | All staff have completed | All staff have completed |

### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |
| Other Staff        | All staff have completed           | All staff have completed        |

## Manual Handling and Safeguarding

| Role type          | Manual Handling                      | Safeguarding                         |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | All staff have completed             | All staff have completed             |
| Senior Care Worker | All staff have completed             | All staff have completed             |
| Care Worker        | Working towards all staff completing | Working towards all staff completing |
| Other Staff        | All staff have completed             | All staff have completed             |

#### Medicine Management and Dementia

| Role type          | Medicine Management                  | Dementia                         |
|--------------------|--------------------------------------|----------------------------------|
| Manager            | All staff have completed             | Not relevant to this staff group |
| Senior Care Worker | All staff have completed             | Not relevant to this staff group |
| Care Worker        | Working towards all staff completing | Not relevant to this staff group |
| Other Staff        | All staff have completed             | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management | Food Hygiene             |
|--------------------|-------------------------------|--------------------------|
| Manager            | All staff have completed      | All staff have completed |
| Senior Care Worker | All staff have completed      | All staff have completed |
| Care Worker        | All staff have completed      | All staff have completed |
| Other Staff        | All staff have completed      | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 13                     | 0                                  | 0                 |
| Other Staff        | 1                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 1  |
| Other Staff        | 0                        | 0  |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 12                     | 2                      |
| Other Staff        | 1                      | 0                      |

#### Staff qualifications

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 1                           | 0   |
| Care Worker        | 6                           | 0   |
| Other Staff        | 1                           | 0   |

### Typical shift patterns

| Role type                 | Typical shift patterns   |
|---------------------------|--|
| <b>Senior Care Worker</b> | 08:00 - 16:00; 14:00 - 22:00; 10:00 - 20:00; 21:45 - 08:15; various training shifts; night sleep |
| <b>Care Worker</b>        | 08:00 - 16:00; 14:00 - 22:00; 10:00 - 20:00; 21:45 - 08:15; various training shifts; night sleep |

## Service: Ty Connie

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Adults Without Nursing  |
| <b>Approval Date</b>  | 13/12/2018  |
| <b>Maximum number of places</b>   | 3   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service</li><li>• Gofal Cymru Care Ltd is registered to provide a Care Home Service at Ty Connie 47 FINCHLEY ROAD, CARDIFF CF5 3AX</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 3   |

### Service management

|                                  |                                      |
|----------------------------------|--------------------------------------|
| <b>Responsible Individual(s)</b> | Laura Rees                           |
| <b>Manager(s)</b>                | There are no Managers at the service |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |  |
|---|--|
| <b>What is the main language through which the service is provided?</b> | English  |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service   |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Writing (Paper / Whiteboards)</li><li>• Social Stories</li><li>• Non-formal communication (e.g. body language, facial expressions)</li></ul> |

### Service facilities and accommodation

|   |
|---|
| <ul style="list-style-type: none"><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|---|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are spoken to on a regular basis to get their views on how the service operates. |
|---|

### Compliance and quality statement

|  |
|--|
| <b>Not Inspected - Strong Internal Checks</b><br>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their |
|--|

needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### **Fees charged by the service**

|   |          |
|---|----------|
| <b>The minimum weekly fee payable during the last financial year?</b> | £1966.02 |
| <b>The maximum weekly fee payable during the last financial year?</b> | £3217.50 |

### **Complaints processed by the service**

|  |   |
|--|---|
| <b>Total number of formal complaints made during the last financial year</b> | 0 |
| <b>Number of active complaints outstanding</b>                               | 0 |
| <b>Number of complaints upheld</b>   | 0 |
| <b>Number of complaints partially upheld</b>                                 | 0 |
| <b>Number of complaints not upheld</b>                                       | 0 |

### **Staff working at the service**

#### **Staff summary**

|   |   |
|---|---|
| <b>The total number of full time equivalent posts at the service (as at 31 March)</b> | 0 |
|---|---|

#### **Posts and vacancies**

| <b>Role type</b>   | <b>No. of staff in post</b> | <b>Total vacancies</b> |
|--------------------|-----------------------------|------------------------|
| Manager            | 1                           | 0                      |
| Senior Care Worker | 1                           | 0                      |
| Care Worker        | 3                           | 0                      |

#### **Training undertaken**

##### **Induction and Health & Safety**

| <b>Role type</b>   | <b>Induction</b>         | <b>Health &amp; Safety</b> |
|--------------------|--------------------------|----------------------------|
| Manager            | All staff have completed | All staff have completed   |
| Senior Care Worker | All staff have completed | All staff have completed   |
| Care Worker        | All staff have completed | All staff have completed   |

##### **Equality, Diversity & Human Rights and Infection, prevention & control**

| <b>Role type</b>   | <b>Equality, Diversity &amp; Human Rights</b> | <b>Infection, prevention &amp; control</b> |
|--------------------|---|--|
| Manager            | All staff have completed                      | All staff have completed                   |
| Senior Care Worker | All staff have completed                      | All staff have completed                   |
| Care Worker        | All staff have completed                      | All staff have completed                   |

##### **Manual Handling and Safeguarding**

| <b>Role type</b>   | <b>Manual Handling</b>   | <b>Safeguarding</b>      |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

##### **Medicine Management and Dementia**

| Role type          | Medicine Management      | Dementia                         |
|--------------------|--------------------------|----------------------------------|
| Manager            | All staff have completed | Not relevant to this staff group |
| Senior Care Worker | All staff have completed | Not relevant to this staff group |
| Care Worker        | All staff have completed | Not relevant to this staff group |

#### **Positive Behaviour Management and Food Hygiene**

| Role type          | Positive Behaviour Management | Food Hygiene             |
|--------------------|-------------------------------|--------------------------|
| Manager            | All staff have completed      | All staff have completed |
| Senior Care Worker | All staff have completed      | All staff have completed |
| Care Worker        | All staff have completed      | All staff have completed |

#### **Contractual arrangements**

##### **Permanent Staff, Fixed Term Contracted Staff and Volunteers**

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 3                      | 0                                  | 0                 |

##### **Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff**

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 0  |

#### **Full time v part time information**

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 3                      | 0                      |

#### **Staff qualifications**

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 0                           | 0   |
| Senior Care Worker | 0                           | 0   |
| Care Worker        | 1                           | 0   |

#### **Typical shift patterns**

| Role type          | Typical shift patterns  |
|--------------------|---|
| Senior Care Worker | 08:00 - 16:00; 14:00 - 22:00; 21:45 - 08:15. Night sleep, training shifts |
| Care Worker        | 08:00 - 16:00; 14:00 - 22:00; 21:45 - 08:15. Night sleep, training shifts |

## Service: Timothy House

### Service summary

|   |  |
|---|--|
| <b>Service Type</b>   | Care Home Service  |
| <b>Type of Care</b>   | Adults With Nursing  |
| <b>Approval Date</b>  | 07/12/2018   |
| <b>Maximum number of places</b>   | 6  |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 6 individuals can be accommodated at this service.</li><li>• Gofal Cymru Care Ltd is registered to provide a Care Home Service at Timothy House 2 TIMOTHY REES CLOSE, CARDIFF CF5 2RH</li><li>• The responsible individual for this service is Laura Jayne Rees</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 5  |

### Service management

|                                  |            |
|----------------------------------|------------|
| <b>Responsible Individual(s)</b> | Laura Rees |
| <b>Manager(s)</b>                | Rosa Van   |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                            |
| <b>Service Contact Email Address</b> | <a href="mailto:info@gofalcymrucare.com">info@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Assistive Technology</li><li>• Objects of reference</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 6</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 6</li><li>• Outdoor seating / entertainment area</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service Users are spoken to on a regular basis to get their views on how the service operates. |
|---|

### Compliance and quality statement

|   |
|---|
| <b>Not Inspected - Strong Internal Checks</b> |
|---|

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

### Fees charged by the service

|  |          |
|--|----------|
| The minimum weekly fee payable during the last financial year? | £2466.00 |
| The maximum weekly fee payable during the last financial year? | £3624.95 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

|  |   |
|--|---|
| The total number of full time equivalent posts at the service (as at 31 March) | 8 |
|--|---|

#### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 9                    | 0               |

#### Training undertaken

#### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

#### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |

#### Manual Handling and Safeguarding

| Role type          | Manual Handling                      | Safeguarding                         |
|--------------------|--------------------------------------|--------------------------------------|
| Manager            | All staff have completed             | All staff have completed             |
| Senior Care Worker | All staff have completed             | All staff have completed             |
| Care Worker        | Working towards all staff completing | Working towards all staff completing |

#### Medicine Management and Dementia

| Role type          | Medicine Management      | Dementia                         |
|--------------------|--------------------------|----------------------------------|
| Manager            | All staff have completed | Not relevant to this staff group |
| Senior Care Worker | All staff have completed | Not relevant to this staff group |
| Care Worker        | All staff have completed | Not relevant to this staff group |

#### Positive Behaviour Management and Food Hygiene

| Role type          | Positive Behaviour Management        | Food Hygiene             |
|--------------------|--------------------------------------|--------------------------|
| Manager            | All staff have completed             | All staff have completed |
| Senior Care Worker | All staff have completed             | All staff have completed |
| Care Worker        | Working towards all staff completing | All staff have completed |

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 8                      | 0                                  | 0                 |

##### Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 0                        | 1  |

#### Full time v part time information

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 5                      | 4                      |

#### Staff qualifications

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 1                           | 0   |
| Care Worker        | 5                           | 1   |

#### Typical shift patterns

| Role type          | Typical shift patterns  |
|--------------------|---|
| Senior Care Worker | 08:00 - 16:00; 14:00 - 22:00; 21:45 - 08:15; various training shifts; night sleep |
| Care Worker        | 08:00 - 16:00; 14:00 - 22:00; 21:45 - 08:15; various training shifts; night sleep |

## Service: Ty Mikail

### Service summary

|   |   |
|---|---|
| <b>Service Type</b>   | Care Home Service   |
| <b>Type of Care</b>   | Childrens Home  |
| <b>Approval Date</b>  | 12/08/2022  |
| <b>Maximum number of places</b>   | 3   |
| <b>Service Conditions</b>   | <ul style="list-style-type: none"><li>• A maximum of 3 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Mohammad Inayat Abdoolla</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 1   |

### Service management

|                                  |                   |
|----------------------------------|-------------------|
| <b>Responsible Individual(s)</b> | Mohammad Abdoolla |
| <b>Manager(s)</b>                | Danielle Taylor   |

### Service contact details

|                                      |  |
|--------------------------------------|--|
| <b>Service Telephone Number</b>      | <a href="tel:02920400657">02920400657</a>                                |
| <b>Service Contact Email Address</b> | <a href="mailto:inayat@gofalcymrucare.com">inayat@gofalcymrucare.com</a> |

### Languages used at the service

|   |   |
|---|---|
| <b>What is the main language through which the service is provided?</b> | English   |
| <b>Other languages used in the provision of the service</b>             | There are no other languages used at the service  |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Social Stories</li><li>• Assistive Technology</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Objects of reference</li></ul> |

### Service facilities and accommodation

|  |
|--|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 3</li><li>• Outdoor seating / entertainment area</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul> |
|--|

### Engagement with people using the service

|   |
|---|
| Feedback Questionnaires are sent out to all Stakeholders as part of the RI Visit report on a quarterly basis, house meetings, team meetings minutes are reviewed as well as keyworker reports. Service User is spoken to on a regular basis to get their views on how the service operates. |
|---|

### Compliance and quality statement

|  |
|--|
| <b>Inspected - Delivering Quality Care</b><br>During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide |
|--|

safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

### Fees charged by the service

|  |           |
|--|-----------|
| The minimum weekly fee payable during the last financial year? | £10050.00 |
| The maximum weekly fee payable during the last financial year? | £10050.00 |

### Complaints processed by the service

|   |   |
|---|---|
| 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 |

### Staff working at the service

#### Staff summary

|  |   |
|--|---|
| The total number of full time equivalent posts at the service (as at 31 March) | 7 |
|--|---|

#### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Senior Care Worker | 2                    | 0               |
| Care Worker        | 7                    | 0               |

#### Training undertaken

#### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

#### Equality, Diversity & Human Rights and Infection, prevention & control

| Role type          | Equality, Diversity & Human Rights | Infection, prevention & control |
|--------------------|------------------------------------|---------------------------------|
| Manager            | All staff have completed           | All staff have completed        |
| Senior Care Worker | All staff have completed           | All staff have completed        |
| Care Worker        | All staff have completed           | All staff have completed        |

#### Manual Handling and Safeguarding

| Role type          | Manual Handling          | Safeguarding             |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker        | All staff have completed | All staff have completed |

#### Medicine Management and Dementia

| Role type          | Medicine Management      | Dementia                         |
|--------------------|--------------------------|----------------------------------|
| Manager            | All staff have completed | Not relevant to this staff group |
| Senior Care Worker | All staff have completed | Not relevant to this staff group |
| Care Worker        | All staff have completed | Not relevant to this staff group |

#### **Positive Behaviour Management and Food Hygiene**

| Role type          | Positive Behaviour Management        | Food Hygiene             |
|--------------------|--------------------------------------|--------------------------|
| Manager            | All staff have completed             | All staff have completed |
| Senior Care Worker | All staff have completed             | All staff have completed |
| Care Worker        | Working towards all staff completing | All staff have completed |

#### **Contractual arrangements**

##### **Permanent Staff, Fixed Term Contracted Staff and Volunteers**

| Role type          | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager            | 1                      | 0                                  | 0                 |
| Senior Care Worker | 2                      | 0                                  | 0                 |
| Care Worker        | 6                      | 0                                  | 0                 |

##### **Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff**

| Role type          | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager            | 0                        | 0  |
| Senior Care Worker | 0                        | 0  |
| Care Worker        | 1                        | 0  |

#### **Full time v part time information**

| Role type          | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager            | 1                      | 0                      |
| Senior Care Worker | 0                      | 2                      |
| Care Worker        | 5                      | 2                      |

#### **Staff qualifications**

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager            | 1                           | 0   |
| Senior Care Worker | 2                           | 0   |
| Care Worker        | 2                           | 0   |

#### **Typical shift patterns**

| Role type          | Typical shift patterns  |
|--------------------|---|
| Senior Care Worker | 09:00 - 22:00; 16:00 - 22:00; various training shifts; night sleep    |
| Care Worker        | 08:00 - 16:00; 09:00 - 22:00; 21:45 - 08:15; various training shifts. |