

# Cambian Whinfell School 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>              | 18/06/2019                                         |
| <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> | Pengwern ensure a detailed induction that equips all staff with the skills and knowledge to carry out their role, this reflects all mandatory training requirements and social care wales standards. All staff complete 2 weeks shadowing of experiences staff before being signed off to work on rota to ensure best practice and high-quality care. The manager meets with deputy home managers to ensure their training records are up to date. Ensuring that this meets the needs of the home.                   |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | The Head of Care updates the Household plan on a monthly bases which analysis's the Young Peoples specific staffing needs. The household plan also looks at referrals and assessment to be proactive in recruitment. Currently Pengwern is overstaffed to support with sites growth, this is down to a successful open day in February. Over the last year Pengwern have had to use a small amount of agency. Staff retention and happiness is at a high with many staff commenting this is due to the Head of care. |

**Regulated services delivered by this provider**

| <b>Service name</b>                     | <b>Service type</b> | <b>Type of care</b>                 |
|-----------------------------------------|---------------------|-------------------------------------|
| Cambian Pengwern College Main Campus    | Care Home Service   | Adults and Children Without Nursing |
| Cambian Pengwern College - The Chalet   | Care Home Service   | Adults and Children Without Nursing |
| Cambian Pengwern College - Bryn Dedwydd | Care Home Service   | Adults and Children Without Nursing |
| Cambian Pengwern College - Bryn Egwyl   | Care Home Service   | Adults and Children Without Nursing |

## Service: Cambian Pengwern College Main Campus

### Service summary

|                                                                                                             |                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                        |
| <b>Type of Care</b>                                                                                         | Adults and Children Without Nursing                                                                                                                                                      |
| <b>Approval Date</b>                                                                                        | 18/06/2019                                                                                                                                                                               |
| <b>Maximum number of places</b>                                                                             | 20                                                                                                                                                                                       |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"><li>The responsible individual for this service is Vikki Jade Keenan</li><li>A maximum of 20 individuals can be accommodated at this service</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 9                                                                                                                                                                                        |

### Service management

|                                  |                 |
|----------------------------------|-----------------|
| <b>Responsible Individual(s)</b> | Vikki Keenan    |
| <b>Manager(s)</b>                | Nicola Brantley |

### Service contact details

|                                      |                                                                                |
|--------------------------------------|--------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01745592300">01745592300</a>                                      |
| <b>Service Contact Email Address</b> | <a href="mailto:Vikki.Keenan@cambiagroup.com">Vikki.Keenan@cambiagroup.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>Total Communication</li><li>Social Stories</li><li>Assistive Technology</li><li>Makaton</li><li>Intensive interaction</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>Writing (Paper / Whiteboards)</li><li>Picture Exchange Communication System (PECS)</li><li>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</li></ul> |

### Service facilities and accommodation

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Education facility</li><li>Garden(s)</li><li>Gym / sports facilities</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: 6</li><li>Number of dining rooms: 6</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 15</li><li>On-site parking</li><li>Outdoor play area</li><li>Outdoor seating / entertainment area</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li><li>Sensory areas</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- TV point
- Wildlife / domesticated animals
- Woodland / ponds

## Engagement with people using the service

Young people are consulted where appropriate through weekly key worker sessions, young people meetings and tutorials in college. Everyone has access to an independent visitor and advocate who can support them to express their wishes and feelings. Each Individual has their own key worker who knows them well. We use tools such as PEC and Makaton to support our non-verbal young people and a number of our young people use electronic communication devices. In the last year we have continued the enhance stakeholder survey. Stakeholders received weekly reports about their young person where feedback is sought and where appropriate care plans are updated. The manager also does monthly parent engagement sessions which the RI has attended.

## 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? | £5309.33  |
| The maximum weekly fee payable during the last financial year? | £11951.33 |

## 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) | 61 |
|--------------------------------------------------------------------------------|----|

## Posts and vacancies

| Role type                               | No. of staff in post | Total vacancies |
|-----------------------------------------|----------------------|-----------------|
| Manager                                 | 1                    | 0               |
| Deputy Manager                          | 4                    | 0               |
| Registered Nurse (1+ Years in Practice) | 1                    | 0               |
| Senior Care Worker                      | 4                    | 0               |
| Care Worker                             | 51                   | 10              |
| Occupational Therapist                  | 1                    | 0               |

## Training undertaken

## Induction and Health & Safety

| Role type                               | Induction                | Health & Safety          |
|-----------------------------------------|--------------------------|--------------------------|
| Manager                                 | All staff have completed | All staff have completed |
| Deputy Manager                          | All staff have completed | All staff have completed |
| Registered Nurse (1+ Years in Practice) | 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 |
| Occupational Therapist                  | 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        |
| Deputy Manager                          | All staff have completed           | All staff have completed        |
| Registered Nurse (1+ Years in Practice) | 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        |
| Occupational Therapist                  | 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 |
| Deputy Manager                          | Not relevant to this staff group | All staff have completed |
| Registered Nurse (1+ Years in Practice) | Not relevant to this staff group | All staff have completed |
| Senior Care Worker                      | Not relevant to this staff group | All staff have completed |
| Care Worker                             | Not relevant to this staff group | All staff have completed |
| Occupational Therapist                  | 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 |
| Deputy Manager                          | All staff have completed | Not relevant to this staff group |
| Registered Nurse (1+ Years in Practice) | 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 |
| Occupational Therapist                  | 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 | All staff have completed |
| Deputy Manager                          | Working towards all staff completing | All staff have completed |
| Registered Nurse (1+ Years in Practice) | Working towards all staff completing | All staff have completed |
| Senior Care Worker                      | Working towards all staff completing | All staff have completed |
| Care Worker                             | Working towards all staff completing | All staff have completed |
| Occupational Therapist                  | 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                 |
| Deputy Manager                          | 4                      | 0                                  | 0                 |
| Registered Nurse (1+ Years in Practice) | 1                      | 0                                  | 0                 |
| Senior Care Worker                      | 4                      | 0                                  | 0                 |
| Care Worker                             | 51                     | 0                                  | 0                 |
| Occupational Therapist                  | 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                                              |
| Deputy Manager                          | 0                        | 0                                              |
| Registered Nurse (1+ Years in Practice) | 0                        | 0                                              |
| Senior Care Worker                      | 0                        | 0                                              |
| Care Worker                             | 0                        | 0                                              |
| Occupational Therapist                  | 0                        | 0                                              |

### Full time v part time information

| Role type                               | No. of full time staff | No. of part time staff |
|-----------------------------------------|------------------------|------------------------|
| Manager                                 | 1                      | 0                      |
| Deputy Manager                          | 4                      | 0                      |
| Registered Nurse (1+ Years in Practice) | 1                      | 0                      |
| Senior Care Worker                      | 4                      | 0                      |
| Care Worker                             | 51                     | 0                      |
| Occupational Therapist                  | 1                      | 0                      |

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

| Role type                               | Hold required qualification | Working towards required qualification - not apprenticeship |
|-----------------------------------------|-----------------------------|-------------------------------------------------------------|
| Manager                                 | 1                           | 0                                                           |
| Deputy Manager                          | 1                           | 3                                                           |
| Registered Nurse (1+ Years in Practice) | 1                           | 0                                                           |
| Senior Care Worker                      | 2                           | 2                                                           |
| Care Worker                             | 22                          | 29                                                          |
| Occupational Therapist                  | 1                           | 0                                                           |

### Working towards required qualification - apprenticeship & Qualification not required for role

| Role type                               | Working towards required qualification - apprenticeship | Qualification not required for role |
|-----------------------------------------|---------------------------------------------------------|-------------------------------------|
| Manager                                 | 0                                                       | 0                                   |
| Deputy Manager                          | 0                                                       | 0                                   |
| Registered Nurse (1+ Years in Practice) | 0                                                       | 0                                   |
| Senior Care Worker                      | 0                                                       | 0                                   |
| Care Worker                             | 0                                                       | 0                                   |
| Occupational Therapist                  | 0                                                       | 0                                   |

#### Typical shift patterns

| Role type                               | Typical shift patterns                              |
|-----------------------------------------|-----------------------------------------------------|
| Registered Nurse (1+ Years in Practice) | Monday to Friday 9-5                                |
| Senior Care Worker                      | either: 08:00-16:00 or 13:00-22:00 or 09:00-21:00   |
| Care Worker                             | 09:00 to 21:00 day shift 21:00 to 09:00 night shift |

### Service summary

|                                                                                                             |                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                          |
| <b>Type of Care</b>                                                                                         | Adults and Children Without Nursing                                                                                                                                                        |
| <b>Approval Date</b>                                                                                        | 18/06/2019                                                                                                                                                                                 |
| <b>Maximum number of places</b>                                                                             | 5                                                                                                                                                                                          |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"> <li>The responsible individual for this service is Vikki Jade Keenan</li> <li>A maximum of 5 individuals can be accommodated at this service</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> | Vikki Keenan    |
| <b>Manager(s)</b>                | Nicola Brantley |

### Service contact details

|                                      |                                                                                |
|--------------------------------------|--------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01745592300">01745592300</a>                                      |
| <b>Service Contact Email Address</b> | <a href="mailto:Vikki.keenan@cambiagroup.com">Vikki.keenan@cambiagroup.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>Intensive interaction</li> <li>Makaton</li> <li>Objects of reference</li> <li>Non-formal communication (e.g. body language, facial expressions)</li> <li>Assistive Technology</li> <li>Social Stories</li> <li>Total Communication</li> <li>Picture Exchange Communication System (PECS)</li> <li>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</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: 4</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: 4</li> <li>On-site parking</li> <li>Outdoor seating / entertainment area</li> <li>Residents' kitchenette / communal kitchen</li> <li>TV point</li> <li>Wildlife / domesticated animals</li> <li>Woodland / ponds</li> </ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Engagement with people using the service

Young people are consulted where appropriate through weekly key worker sessions, young people meetings and tutorials in college. Everyone has access to an independent visitor and advocate who can support them to express their wishes and feelings. Each Individual has their own key worker who knows them well. We use tools such as PEC's and Makaton to support our non-verbal young people and a number of our young people use electronic communication devices. Stakeholders received weekly reports about their young person where feedback is sought and where appropriate care plans are updated. The manager also does monthly parent engagement sessions which the RI has attended.

## 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? | £5309.33  |
| The maximum weekly fee payable during the last financial year? | £11951.33 |

## 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) | 21 |
|--------------------------------------------------------------------------------|----|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Deputy Manager     | 2                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 17                   | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Deputy 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        |
| Deputy 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            | Not relevant to this staff group | All staff have completed |
| Deputy Manager     | Not relevant to this staff group | All staff have completed |
| Senior Care Worker | Not relevant to this staff group | All staff have completed |
| Care Worker        | 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 |
| Deputy 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            | Working towards all staff completing | All staff have completed |
| Deputy Manager     | Working towards all staff completing | All staff have completed |
| Senior Care Worker | Working towards all staff completing | 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                 |
| Deputy Manager     | 2                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 17                     | 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                                              |
| Deputy 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                      |
| Deputy Manager     | 2                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 16                     | 1                      |

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|-------------------------------------------------------------|
| Manager            | 1                           | 0                                                           |
| Deputy Manager     | 2                           | 0                                                           |
| Senior Care Worker | 1                           | 0                                                           |
| Care Worker        | 9                           | 7                                                           |

### Working towards required qualification - apprenticeship & Qualification not required for role

| Role type          | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---------------------------------------------------------|-------------------------------------|
| Manager            | 0                                                       | 0                                   |
| Deputy Manager     | 0                                                       | 0                                   |
| Senior Care Worker | 0                                                       | 0                                   |
| Care Worker        | 1                                                       | 0                                   |

### Typical shift patterns

| Role type          | Typical shift patterns                            |
|--------------------|---------------------------------------------------|
| Senior Care Worker | either: 08:00-16:00 or 13:00-22:00 or 09:00-21:00 |
| Care Worker        | 09:00 until 21:00 day or 21:00 until 09:00 night  |

### Service summary

|                                                                                                             |                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                          |
| <b>Type of Care</b>                                                                                         | Adults and Children Without Nursing                                                                                                                                                        |
| <b>Approval Date</b>                                                                                        | 18/06/2019                                                                                                                                                                                 |
| <b>Maximum number of places</b>                                                                             | 5                                                                                                                                                                                          |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"> <li>The responsible individual for this service is Vikki Jade Keenan</li> <li>A maximum of 5 individuals can be accommodated at this service</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> | Vikki Keenan    |
| <b>Manager(s)</b>                | Nicola Brantley |

### Service contact details

|                                      |                                                                                  |
|--------------------------------------|----------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01745583648">01745583648</a>                                        |
| <b>Service Contact Email Address</b> | <a href="mailto:vikki.keenan@cambiangroup.com">vikki.keenan@cambiangroup.com</a> |

### Languages used at the service

|                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>What is the main language through which the service is provided?</b> | Both                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <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>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</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> <li>Objects of reference</li> <li>Assistive Technology</li> <li>Social Stories</li> <li>Total Communication</li> <li>Intensive interaction</li> <li>Makaton</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>Education facility</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: 4</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: 4</li> <li>On-site parking</li> <li>Outdoor seating / entertainment area</li> <li>Residents' kitchenette / communal kitchen</li> <li>TV point</li> <li>Wildlife / domesticated animals</li> <li>Woodland / ponds</li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Engagement with people using the service

Young people are consulted where appropriate through weekly key worker sessions, young people meetings and tutorials in college. Everyone has access to an independent visitor and advocate who can support them to express their wishes and feelings. Each Individual has their own key worker who knows them well. We use tools such as PEC's and Makaton to support our non-verbal young people and a number of our young people use electronic communication devices. Stakeholders received weekly reports about their young person where feedback is sought and where appropriate care plans are updated. The manager also does monthly parent engagement sessions which the RI has attended.

## 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? | £5309.33  |
| The maximum weekly fee payable during the last financial year? | £11951.33 |

## 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) | 26 |
|--------------------------------------------------------------------------------|----|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Deputy Manager     | 2                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 22                   | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Deputy 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        |
| Deputy 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            | Not relevant to this staff group | All staff have completed |
| Deputy Manager     | Not relevant to this staff group | All staff have completed |
| Senior Care Worker | Not relevant to this staff group | All staff have completed |
| Care Worker        | 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 |
| Deputy 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            | Working towards all staff completing | All staff have completed |
| Deputy Manager     | Working towards all staff completing | All staff have completed |
| Senior Care Worker | Working towards all staff completing | 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                 |
| Deputy Manager     | 2                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 22                     | 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                                              |
| Deputy 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                      |
| Deputy Manager     | 2                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 20                     | 2                      |

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|-------------------------------------------------------------|
| Manager            | 1                           | 0                                                           |
| Deputy Manager     | 2                           | 0                                                           |
| Senior Care Worker | 1                           | 0                                                           |
| Care Worker        | 9                           | 10                                                          |

### Working towards required qualification - apprenticeship & Qualification not required for role

| Role type          | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---------------------------------------------------------|-------------------------------------|
| Manager            | 0                                                       | 0                                   |
| Deputy Manager     | 0                                                       | 0                                   |
| Senior Care Worker | 0                                                       | 0                                   |
| Care Worker        | 3                                                       | 0                                   |

### Typical shift patterns

| Role type          | Typical shift patterns                              |
|--------------------|-----------------------------------------------------|
| Senior Care Worker | either: 08:00-16:00 or 13:00-22:00 or 09:00-21:00   |
| Care Worker        | 09:00 to 21:00 day shift 21:00 tp 09:00 night shift |

## Service: Cambian Pengwern College - The Chalet

### Service summary

|                                                                                                             |                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                           |
| <b>Type of Care</b>                                                                                         | Adults and Children Without Nursing                                                                                                                                                         |
| <b>Approval Date</b>                                                                                        | 18/06/2019                                                                                                                                                                                  |
| <b>Maximum number of places</b>                                                                             | 5                                                                                                                                                                                           |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"><li>• The responsible individual for this service is Vikki Jade Keenan</li><li>• A maximum of 5 individuals can be accommodated at this service</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> | Vikki Keenan    |
| <b>Manager(s)</b>                | Nicola Brantley |

### Service contact details

|                                      |                                                                                |
|--------------------------------------|--------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01745 592300">01745 592300</a>                                    |
| <b>Service Contact Email Address</b> | <a href="mailto:Vikki.keenan@cambiagroup.com">Vikki.keenan@cambiagroup.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>• Objects of reference</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Social Stories</li><li>• Total Communication</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Intensive interaction</li><li>• Makaton</li><li>• Assistive Technology</li><li>• Picture Exchange Communication System (PECS)</li><li>• Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</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>• Education facility</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: 1</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 5</li><li>• Outdoor seating / entertainment area</li><li>• Sensory areas</li><li>• TV point</li></ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Engagement with people using the service

|                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------|
| Young people are consulted through weekly key worker sessions and young people meetings. Everyone has access to an |
|--------------------------------------------------------------------------------------------------------------------|

independent visitor and advocate who can support them to express their wishes and feelings. Each Individual has their own key worker who knows them well. Young people experience good well-being outcomes because they have a voice and are encouraged to make informed choices, where possible, about how they spend their time. They are supported to raise any issues via their key workers, care staff, an advocate, their families, and social workers. Young people are encouraged to contribute to house meetings, the review of their personal plan, meals, and activity planning. The guide to the home provides information about the service and opportunities young people can expect to receive. Stakeholders received weekly reports about their young person where feedback is sought and where appropriate care plans are updated. The manager also does monthly parent engagement sessions.

## 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? | £5294.78 |
| The maximum weekly fee payable during the last financial year? | £8574.99 |

## 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) | 20 |
|--------------------------------------------------------------------------------|----|

## Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Deputy Manager     | 2                    | 0               |
| Senior Care Worker | 1                    | 0               |
| Care Worker        | 16                   | 0               |

## Training undertaken

### Induction and Health & Safety

| Role type          | Induction                | Health & Safety          |
|--------------------|--------------------------|--------------------------|
| Manager            | All staff have completed | All staff have completed |
| Deputy 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        |
| Deputy 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            | Not relevant to this staff group | All staff have completed |
| Deputy Manager     | Not relevant to this staff group | All staff have completed |
| Senior Care Worker | Not relevant to this staff group | All staff have completed |
| Care Worker        | 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 |
| Deputy 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            | Working towards all staff completing | All staff have completed |
| Deputy Manager     | Working towards all staff completing | All staff have completed |
| Senior Care Worker | Working towards all staff completing | 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                 |
| Deputy Manager     | 2                      | 0                                  | 0                 |
| Senior Care Worker | 1                      | 0                                  | 0                 |
| Care Worker        | 16                     | 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                                              |
| Deputy 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                      |
| Deputy Manager     | 2                      | 0                      |
| Senior Care Worker | 1                      | 0                      |
| Care Worker        | 15                     | 1                      |

## Staff qualifications

### Hold required qualification & Working towards required qualification - not apprenticeship

| Role type          | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|-------------------------------------------------------------|
| Manager            | 1                           | 0                                                           |
| Deputy Manager     | 2                           | 0                                                           |
| Senior Care Worker | 1                           | 0                                                           |
| Care Worker        | 8                           | 8                                                           |

### Working towards required qualification - apprenticeship & Qualification not required for role

| Role type          | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---------------------------------------------------------|-------------------------------------|
| Manager            | 0                                                       | 0                                   |
| Deputy Manager     | 0                                                       | 0                                   |
| Senior Care Worker | 0                                                       | 0                                   |
| Care Worker        | 0                                                       | 0                                   |

### Typical shift patterns

| Role type          | Typical shift patterns                            |
|--------------------|---------------------------------------------------|
| Senior Care Worker | either: 08:00-16:00 or 13:00-22:00 or 09:00-21:00 |
| Care Worker        | 09:00 until 21:00 day or 21:00 until 09:00 night  |