

Merthyr Tydfil County Borough Council Adults and Children's Services

Annual Return 2025/2026

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

The provider was registered on:	13/06/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	<p>Each individual member of staff has a training matrix which clearly identifies mandatory and service specific training which has been undertaken and when any refresher training may be due.</p> <p>Bespoke training will be identified based on an individual's eligible assessed need and agreed personal outcomes.</p> <p>Specific staff training needs will be identified via supervision and appraisal.</p> <p>Training needs analysis meeting are held with Workforce Development team to identify what training is required.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Staff recruitment is managed in collaboration with our Human Resources dept. Where vacancies arise, posts are advertised internally and externally. Suitable candidates are interviewed and subject to satisfactory checks candidates offered the post. There are periods of induction and probation.</p> <p>Staff are supported via supervision, team meetings, and additional support in place i.e. Occupational health and Counselling. All staff are supported to develop their skills and knowledge.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Lavender	Care Home Service	Childrens Home
Llysfaen	Care Home Service	Adults Without Nursing
Plantation House	Care Home Service	Childrens Home
Daisy House	Care Home Service	Childrens Home
Ty Daffodil	Care Home Service	Childrens Home
Ty Bargoed Newydd Residential Home	Care Home Service	Adults Without Nursing
Ty Gurnos Newydd Residential Home	Care Home Service	Adults Without Nursing
Initial Response Service Merthyr Tydfil County Borough Council	Domiciliary Support Service	None

Service: Ty Bargoed Newydd Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/06/2019
Maximum number of places	32
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Kristie Helen LlewellynA maximum of 32 individuals can be accommodated at this serviceMerthyr Tydfil County Borough Council is registered to provide a Care Home Service at Ty Bargoed Newydd Residential Home TY BARGOED NEWYDD, WILLIAMS TERRACE, TREHARRIS CF46 5HH
How many people in total did the service provide care and support to during the last financial year?	45

Service management

Responsible Individual(s)	Kristie Llewellyn
Manager(s)	Michael Palmer

Service contact details

Service Telephone Number	01685725064
Service Contact Email Address	kristie.llewellyn@merthyr.gov.uk

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">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Objects of referenceWriting (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Bar / CaféClose to local shops / amenitiesGarden(s)Ground-floor accommodation onlyHairdressing / beauty servicesInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 32Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 32On-site parkingPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenTV point
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Engagement with people using the service

We are continuing to review the quality and relevant information in people's personal plans, to ensure we are appropriately supporting people to achieve, maintain and identify desired outcomes, understanding what is important to and for people. We undertake quarterly reviews of these which involves the person and their representatives. We hold resident meetings every 3 months to ensure people have a voice about their home. We invite families and individuals to feedback events with the RI twice a year. We have developed accessible feedback questionnaires to gain people's views on how services are delivered.

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?	£994
The maximum weekly fee payable during the last financial year?	£994

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	1
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)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	26	0
Domestic staff	5	1
Catering staff	1	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	Working towards all staff completing
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	No staff have yet completed	Working towards all staff completing
Catering staff	No staff have yet completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	No staff have yet 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
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	Working towards all staff completing
Deputy Manager	Not relevant to this staff group	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	26	0	0
Domestic staff	5	0	0
Catering staff	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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
Deputy Manager	1	0
Senior Care Worker	0	3
Care Worker	0	26
Domestic staff	0	5
Catering staff	0	1
Other Staff	0	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	1	0
Senior Care Worker	3	0
Care Worker	20	6
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	5
Catering staff	0	1
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6am - 230pm -1staff 2pm -1030pm - 1staff
Care Worker	6am - 230pm - 5staff 2pm-1030pm - 4staff 10pm - 630am - 4staff

Service: Llysfalen

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	29/06/2021
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">Merthyr Tydfil County Borough Council Adults and Children's Services is registered to provide a Care Home Service at Llysfalen Ty Gurnos Newydd, Gurnos Road, Merthyr Tydfil, CF47 9PTThe responsible individual for this service is Kristie Helen Llewellyn
How many people in total did the service provide care and support to during the last financial year?	26

Service management

Responsible Individual(s)	Kristie Llewellyn
Manager(s)	Claire Bartz

Service contact details

Service Telephone Number	01685725054
Service Contact Email Address	kristie.llewellyn@merthyr.gov.uk

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">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Writing (Paper / Whiteboards)Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)Picture Exchange Communication System (PECS)Social StoriesMakatonObjects of reference

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Ground-floor accommodation onlyGym / sports facilitiesInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 6Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 6On-site parkingPet friendly (or by arrangement)Quiet areas
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- Residents' kitchenette / communal kitchen
- Spa / hot tub
- TV point

Engagement with people using the service

We are continuing to review and update of people's personal plans, to ensure we are able to support them appropriately to identify, achieve and maintain desired outcomes. We undertake quarterly reviews of these which involves the person and their representatives. We hold resident meetings every 3 months to ensure people have a voice about their home. We invite families and individuals to feedback events with the RI twice a year. We have developed easy read feedback questionnaire to gain people's views on how services are delivered. PeopleFirst (peer advocacy) are continuing to support us to consult with people and have access to information which is in a format people are able to understand.

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?	£1799
The maximum weekly fee payable during the last financial year?	£1799

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
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	17	0
Domestic staff	1	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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	No staff have yet completed
Other Staff	All staff have completed	No staff have yet completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Deputy Manager	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Care Worker	17	0	0
Domestic staff	1	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
Deputy Manager	0	0
Care Worker	0	0
Domestic staff	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
Deputy Manager	1	0
Care Worker	0	17
Domestic staff	0	1
Other Staff	0	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	1	0
Care Worker	15	2
Domestic staff	0	0
Other Staff	0	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
Care Worker	0	0
Domestic staff	0	1
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	2 x 7am - 9am 3 x 7am - 10.30am 2 x 10am - 3pm 2 x 9am - 4pm 2 x 4pm - 10pm 3 x 3pm - 10pm 2 x 10pm - 7am

Service: Ty Daffodil

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/12/2025
Maximum number of places	1
Service Conditions	<ul style="list-style-type: none">• A maximum of 1 individual can be accommodated at this service.• The responsible individual for this service is Warren Eifion Davies
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Warren Davies
Manager(s)	William Gleeson

Service contact details

Service Telephone Number	07709719730
Service Contact Email Address	warren.davies@merthyr.gov.uk

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">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Signalong• Social Stories• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Lipreading

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Gym / sports facilities• Internet access• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 1• Outdoor play area• Pet friendly (or by arrangement)• Quiet areas• Sensory areas• TV point
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Engagement with people using the service

Participation of children and young people in decisions about their lives is an essential part of growing up and if done well it enhances children's safety and well-being and improves services designed to support and protect them. In the world of social care it is often happening in complex and emotionally charged situations. The Local Authority is actively seeking to ensure children and young people are consulted about decisions and processes that affect them. Children and young
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people are consulted through the following methods: Weekly house meetings Regular key working sessions Meetings with social worker Meetings with Responsible Individual Meetings with manager Children Looked After reviews Feedback questionnaires

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?	£5000
The maximum weekly fee payable during the last financial year?	£5000

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
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	8	1

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

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

Manual Handling and Safeguarding

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

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

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	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
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
Care Worker	8	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
Care Worker	2	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift 07:45 -23:00 2 staff Night shift : 22:45- 08:00 1xwaking night, 1 x sleep in

Service: Initial Response Service Merthyr Tydfil County Borough Council

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/06/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Kristie Helen LlewellynMerthyr Tydfil County Borough Council is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	259

Service management

Responsible Individual(s)	Kristie Llewellyn
Manager(s)	Sian Rosser

Service contact details

Service Telephone Number	01685351243
Service Contact Email Address	kristie.llewellyn@merthyr.gov.uk

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">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Writing (Paper / Whiteboards)

Engagement with people using the service

<p>Individuals are able to receive support for a period of up to 6 weeks. Throughout this time, people are consulted, and service delivery plans are co-produced to ensure outcomes are achieved. When a service has completed, individuals are asked to complete an "End of Service Questionnaire". Due to the short-term nature of the service there are limited opportunities to undertake focus groups due to the ever-changing cohort of individuals receiving support. The Responsible Individual meets with individuals using the service to gain feedback and inform service delivery. The Responsible Individual plans visits every 3 months to meet individuals who are using the service.</p>
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Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</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>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22
The maximum hourly rate payable during the last financial year?	£22

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)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	20	0
Planner	1	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
Supervisory Staff (not providing direct care)	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	No staff have yet completed
Other Staff	All staff have completed	Not relevant to this staff group

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	Working towards all staff completing	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	No staff have yet completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	Not relevant to this staff group	No staff have yet completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	No staff have yet completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	No staff have yet completed	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	1	0	0
Care Worker	20	0	0
Planner	1	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	20	0
Planner	0	1
Other Staff	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	20	0
Planner	1	0
Other Staff	0	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	7-11am 6 staff 7-15.00 6 staff 14.00-22.00 4 staff 18.00-2200 4 staff

Service: Ty Gurnos Newydd Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/06/2019
Maximum number of places	16
Service Conditions	<ul style="list-style-type: none">• A maximum of 16 individuals can be accommodated at this service• The responsible individual for this service is Kristie Helen Llewellyn• Merthyr Tydfil County Borough Council is registered to provide a Care Home Service at Ty Gurnos Newydd Residential Home TY GURNOS NEWYDD, GURNOS ROAD, MERTHYR TYDFIL CF47 9PT
How many people in total did the service provide care and support to during the last financial year?	22

Service management

Responsible Individual(s)	Kristie Llewellyn
Manager(s)	Claire Bartz

Service contact details

Service Telephone Number	01685725059
Service Contact Email Address	kristie.llewellyn@merthyr.gov.uk

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">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Objects of reference• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Hairdressing / beauty services• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 16• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 16• On-site parking• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point

Engagement with people using the service

We are continually reviewing and updating people's personal plans, to ensure we are able to support them appropriately to identify, achieve and maintain desired outcomes. We undertake quarterly reviews with the person and their representatives. We hold resident meetings every 3 months to ensure people are involved and listened to about their home. We invite families and individuals to feedback events with the RI twice a year. We have developed easy read feedback questionnaire to gain people's views on how services are delivered.

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?	£994
The maximum weekly fee payable during the last financial year?	£994

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
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	4	0
Care Worker	16	0
Domestic staff	8	0
Catering staff	1	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
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
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	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	Working towards all staff completing
Care Worker	No staff have yet completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Deputy Manager	1	0	0
Senior Care Worker	4	0	0
Care Worker	16	0	0
Domestic staff	8	0	0
Catering staff	1	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	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
Deputy Manager	1	0
Senior Care Worker	0	4
Care Worker	0	16
Domestic staff	0	8
Catering staff	0	1
Other Staff	0	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	1	0
Senior Care Worker	4	0
Care Worker	16	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	8
Catering staff	0	1
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	6am-230pm 1staff 2pm-1030pm 1staff
Care Worker	6am-230pm -4staff 2pm-1030pm 4staff 10pm-630am -2staff

Service: Plantation House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/09/2024
Maximum number of places	2
Service Conditions	A maximum of 2 individuals can be accommodated at this service. The responsible individual for this service is Warren Eifion Davies
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Warren Davies
Manager(s)	Katie Thomas

Service contact details

Service Telephone Number	07517008878
Service Contact Email Address	warren.davies@merthyr.gov.uk

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	Welsh
Non-verbal communication methods used at the service	Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) Writing (Paper / Whiteboards) Non-formal communication (e.g. body language, facial expressions) Objects of reference Picture Exchange Communication System (PECS) Signalong Social Stories

Service facilities and accommodation

Access to minibus or other transport
Garden(s)
Internet access
Number of bathrooms with assisted bathing facilities: 0
Number of bedrooms with en-suite facilities: 0
Number of communal lounges: 1
Number of dining rooms: 1
Number of shared bedrooms: 0
Number of single bedrooms: 2
Outdoor seating / entertainment area
Pet friendly (or by arrangement)
Residents' kitchenette / communal kitchen
TV point

Engagement with people using the service

Participation of children and young people in decisions about their lives is an essential part of growing up and if done well it enhances children's safety and well-being and improves services designed to support and protect them. In the world of social care it is often happening in complex and emotionally charged situations. The Local Authority is actively seeking to ensure children and young people are consulted about decisions and processes that affect them. Children and young people are consulted through the following methods: Weekly house meetings Regular key working sessions Meetings with social worker Meetings with Responsible Individual Meetings with manager Children Looked After reviews Feedback questionnaires

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? £5810

The maximum weekly fee payable during the last financial year? £5810

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) 8

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	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	Working towards all staff completing

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	7	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07:45 till 22:45 Saturday Sunday, Tuesday and Thursday Monday, Wednesday, Friday
Care Worker	07:45 till 22:45 Saturday Sunday, Tuesday and Thursday Monday, Wednesday, Friday Night staff 22:45 till 08:00 Monday, Friday, Saturday and Sunday, Tuesday, Wednesday and Thursday

Service: Ty Lavender

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	27/11/2025
Maximum number of places	4
Service Conditions	A maximum of 4 individuals can be accommodated at this service. The responsible individual for this service is Warren Eifion Davies
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Warren Davies
Manager(s)	William Gleeson

Service contact details

Service Telephone Number	07709719730
Service Contact Email Address	warren.davies@merthyr.gov.uk

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	Welsh
Non-verbal communication methods used at the service	Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) Writing (Paper / Whiteboards) Objects of reference Picture Exchange Communication System (PECS) Non-formal communication (e.g. body language, facial expressions) Signalong Social Stories

Service facilities and accommodation

Access to minibus or other transport
Activities room (Art, Music, Games, Computers, etc.)
Garden(s)
Gym / sports facilities
Internet access
Number of bathrooms with assisted bathing facilities: 0
Number of bedrooms with en-suite facilities: 2
Number of communal lounges: 2
Number of dining rooms: 1
Number of shared bedrooms: 0
Number of single bedrooms: 4
Outdoor play area
Outdoor seating / entertainment area
Pet friendly (or by arrangement)
Quiet areas
Sensory areas
TV point

Engagement with people using the service

Participation of children and young people in decisions about their lives is an essential part of growing up and if done well it enhances children's safety and well-being and improves services designed to support and protect them. In the world of social care it is often happening in complex and emotionally charged situations. The Local Authority is actively seeking to

ensure children and young people are consulted about decisions and processes that affect them. Children and young people are consulted through the following methods: Weekly house meetings Regular key working sessions Meetings with social worker Meetings with Responsible Individual Meetings with manager Children Looked After reviews Feedback questionnaires

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? £5441

The maximum weekly fee payable during the last financial year? £5441

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	3	0
Care Worker	8	1

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	Working towards all staff completing

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	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

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

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	3	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	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	3	0
Care Worker	8	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
Senior Care Worker	3	0
Care Worker	2	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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type

Senior Care Worker

Care Worker

Typical shift patterns

Day shift 07:45 -23:00 3 staff Night shift : 22:45- 08:00 2xwaking night, 2 x sleep in

Day shift 07:45 -23:00 3 staff Night shift : 22:45- 08:00 2xwaking night, 2 x sleep in

Service: Daisy House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	18/11/2024
Maximum number of places	1
Service Conditions	A maximum of 1 individuals can be accommodated at this service. The responsible individual for this service is Warren Eifion Davies
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Warren Davies
Manager(s)	Katie Thomas

Service contact details

Service Telephone Number	07932327491
Service Contact Email Address	warren.davies@merthyr.gov.uk

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	Welsh
Non-verbal communication methods used at the service	Writing (Paper / Whiteboards) Non-formal communication (e.g. body language, facial expressions) Social Stories Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) Picture Exchange Communication System (PECS) Signalong

Service facilities and accommodation

Access to minibus or other transport
Activities room (Art, Music, Games, Computers, etc.)
Education facility
Garden(s)
Internet access
Number of bathrooms with assisted bathing facilities: 0
Number of bedrooms with en-suite facilities: 0
Number of communal lounges: 2
Number of dining rooms: 1
Number of shared bedrooms: 0
Number of single bedrooms: 1
Outdoor seating / entertainment area
Pet friendly (or by arrangement)
Quiet areas
TV point

Engagement with people using the service

Participation of children and young people in decisions about their lives is an essential part of growing up and if done well it enhances children's safety and well-being and improves services designed to support and protect them. In the world of social care it is often happening in complex and emotionally charged situations. The Local Authority is actively seeking to ensure children and young people are consulted about decisions and processes that affect them. Children and young people are consulted through the following methods: Weekly house meetings Regular key working sessions Meetings with social worker Meetings with Responsible Individual Meetings with manager Children Looked After reviews Feedback

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?	£21328
The maximum weekly fee payable during the last financial year?	£21328

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)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	1	2
Care Worker	11	2

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	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

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	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	Working towards all staff completing

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	0	0	0
Senior Care Worker	1	0	0
Care Worker	11	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	0	0
Senior Care Worker	1	0
Care Worker	11	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07:45 till 22:45 Saturday Sunday, Tuesday and Thursday Monday, Wednesday, Friday
Care Worker	07:45 till 22:45 Saturday Sunday, Tuesday and Thursday Monday, Wednesday, Friday Night staff 22:45 till 08:00 Monday, Friday, Saturday and Sunday, Tuesday, Wednesday and Thursday