

# Statement of Purpose

<b>About the Provider</b>	
<b>Service Provider</b>	The Vale of Glamorgan Council
<b>Responsible individual</b>	Marijke Jenkins
<b>Manager of service</b>	Laura Davies
<b>Name of service</b>	Cartref Porthceri
<b>Address of service</b>	Salisbury Road Barry CF62 6PU Tel: 01446 739438 Email: cartrefporthceri@valeofglamorgan.gov.uk
<b>Description of the Location of the Service</b>	
<p>Cartref Porthceri is a purpose-built double story residential home for older people situated in the West End of Barry. It is fronted by a small car park and lawn area with an 'orchard type' scattering of mature trees.</p> <p>Cartref Porthceri is easily reached by road and public transport with a bus stop in close proximity. Barry Island beach is a short drive away and local shops and Porthceri Park are located in walking distance.</p>	
<b>About the Service Provided</b>	
<b>Range of needs we can support</b>	
<p>Cartref Porthceri has 27 bedrooms available for single occupation.</p> <p>The home provides long term accommodation, care, and support to:</p> <ul style="list-style-type: none"><li>• Frail Older persons over the age of 60</li><li>• Older persons over the age of 60 who live with a Dementia</li><li>• Older persons over the age of 60 who have a Learning Disability</li><li>• Older persons over the age of 60 who live with Mental Ill Health</li></ul>	

One of the rooms is used to provide a respite service.

Cartref Porthceri does not provide Nursing Care, but residents have access to community health services such as G.P., Occupational and Physiotherapists Dentist, Optician, Chiropodist, District Nurse and Community Psychiatric and Dementia Support Services.

The service provided is based on assessed need and preferences and is value based, person centred, and outcome focused and includes:

- Support with the administration of prescribed medication
- Support with personal care
- Support to maintain personal interests and develop new ones
- Support to access leisure and recreational activities
- Support to access community-based facilities
- Support to access community health services
- Support to develop and maintain relationships
- Support to maintain and maximise independence
- Support to ensure spiritual and cultural needs are met

**Age range of people using the service**

Cartref Porthceri provides a service to people over the age of 60

**Maximum Capacity**

**Maximum Capacity**

Cartref Porthceri has 27 bedrooms for single occupation

### Charges and Fees:

Charges for care and support will not exceed the standard rates that are agreed annually by the Vale of Glamorgan Council. The resident's contribution is determined by means of a financial assessment but the maximum charge in the financial year 2024-2025 is £988.12 per week.

Charges for care and support are exclusive of the cost of the visiting hairdresser and of services provided by outside professionals such as chiropodist, dentist and optician.

Residents may contribute to the cost of daytrips.

## How the Service is Provided:

### Admission, Trial period and Termination

#### Long Term and Respite:

Most admissions follow a referral by a Social Worker who will provide essential information. This includes a comprehensive assessment, a care and support plan and a risk assessment.

Where there is no social worker involvement and an admission follows a self-referral, the home may consider admission and will base the decision whether or not to offer a placement on the outcome of the provider needs assessment.

The provider needs assessment is undertaken with the prospective resident, and/or if appropriate with their next of kin/representative and professionals. The prospective resident will be invited to spend the day at the home and have lunch.

From observation and discussions with the resident and /or their representatives the individual's life history, choices, needs, preferences, outcomes and associated risks will be determined and will inform the Personal Plan and Risk Assessments which will be created prior to admission, and which will be regularly reviewed.

Cartref Porthceri reserves the right to refuse admission if it is deemed the home does not have the required skills mix or resources to meet the individual's assessed needs.

#### Emergency Admission:

The initial contact will be via the Social Worker, the Vale of Glamorgan Contact and Information Centre or the Emergency Duty Team.

Cartref Porthceri requires that all essential information available to the social worker is provided. From observation and discussion with the resident and /or their representatives the individual's life history, choices, needs, preferences, outcomes and associated risks will be determined and inform an initial personal plan and risk assessment which will be completed within 24 hours of admission.

Where circumstances have prevented completion of a social worker assessment prior to placement, the social worker must fully assess the client and provide a care and support plan within 48 hours of an emergency admission. In the case of an admission during the weekend or bank holiday, this period is extended to 96 hours. On receipt of the social worker assessment and care and support plan Cartref Porthceri will review and update the initial Personal Plan and risk assessment as appropriate.

When the emergency placement extends beyond 5 days, a formal review meeting is arranged and attended by the Social Worker, the Home Manager or Deputy

Manager, the client and/or their representative to determine suitability of placement and future arrangements. Cartref Porthceri will review and update the Personal Plan and Risk Assessment as appropriate.

The home reserves the right not to extend the placement if the care provided is not appropriate to the client's needs or if the placement has an adverse effect on the wellbeing of others.

An emergency placement does not commit the client to a longer-term arrangement, nor does it imply the right for the client to remain.

#### Trial Period:

Newly admitted residents have four weeks in which to decide whether Cartref Porthceri is where they would like to live on a longer term. After this period the resident or their representative will be asked to sign the terms and conditions from which point a month notice is required to end the arrangement.

This first month also provides an opportunity for the staff to get to know the resident. From observation and discussions with the resident and /or their representatives the individual's life history, choices, needs, preferences, outcomes and associated risks will be determined. This knowledge will further inform the Personal Plan and Risk Assessments which will be under constant review during this period.

During the trial period Cartref Porthceri reserves the right not to extend the placement if doing so poses a risk the individual or to others or if it is deemed the home does not have the required skills mix or resources to ensure the individual's needs can be met.

#### Termination:

Once the Terms and Conditions have been accepted residents are required to give a month notice unless it is determined their needs can no longer be met in Cartref Porthceri and they require a transfer to another facility. In this circumstance, Cartref Porthceri will close the bed on the day of transfer or on the day of notification if this decision is made in hospital. The same terms will apply following the death of a resident.

Personal belongings will be stored in the resident's bedroom for up to 1 week free of charge after which belongings will be carefully packed and stored for a further week after which we will dispose unless an alternative agreement is reached with the manager.

## Standard of Care and Support

Our aim and objective are to improve our residents' life experience and overall wellbeing by providing a quality service in a safe and homely environment, with care and support that is value based, outcome focussed and most appropriate for the individual.

### The Underpinning Elements

- Focus on Resident and Outcomes

From observation and discussions with the resident and /or their representatives the individual's life history, choices, needs, preferences, outcomes and associated risks will be determined. This knowledge will inform a Personal Plan and Risk Assessments which will be regularly reviewed.

The service we provide is determined by assessed need, ability, aspiration and preferred outcomes of the resident.

We are vigilant to ensure that our facilities, resources, policies and activities support person centred and outcome focussed service delivery.

- Fitness for Purpose

We are committed to achieving our stated aim and objective and we welcome the scrutiny of all stakeholders and professional and regulatory bodies.

- Comprehensiveness

We aim to provide a comprehensive service and work in partnership with all stakeholders, health professionals and other appropriate agencies to ensure our residents receive a holistic service.

- Meeting Assessed Needs

The care we provide is based on the thorough assessment of needs and the systematic and continuous review of the care we provide to each resident. As a minimum the individual Personal Plans and Risk Assessments of long-term residents are reviewed on a monthly basis. Where appropriate, and with consent of the resident, interested parties are periodically invited to attend review meetings. The plans of respite clients and of clients who admitted following an emergency are reviewed during their stay.

- Oversight of Management, Safety, effectiveness and Quality of Services

In compliance with the Regulated Services (Service providers and Responsible Individuals) (Wales) Regulations 2017 and statutory guidance the Responsible Individual monitors the quality of care and support during three monthly visits.

The visits are announced in advance and stakeholders are invited to meet with the Responsible Individual during this time. The Responsible Individual considers the views of stakeholders and audits a range of records among which:

- Incident and accident records
- Health and Safety records
- Falls records
- Safeguarding records and reports
- Medication Records/ Error reports
- Regulation 60 notifications
- Complaint and Compliment and whistleblowing records
- Staff records
- Client personal files
- Reports from regulators

The Responsible Individual will analyse the findings and recommend actions to improve service delivery and reports the findings and recommendations in bi-annual reports that are shared with the relevant Council (Provider) representatives.

A bi-annual quality assurance exercise is also undertaken by the Local Authority's Policy and Quality Assurance Officer the findings of which together with the findings of the visits are presented in an annual Quality Assurance report which is shared with Care Inspectorate Wales and relevant Council (Provider) representatives.

- The Care Inspectorate Wales and Environmental Health Services inspect the home on an annual basis. Subsequent reports and food scores are made available in Ty Dewi Sant.
- Review of the Statement of Purpose

We keep this document under regular review and welcome input from stakeholders.

### **Rights:**

#### **Choice of Home:**

- We ensure people are able to make informed decisions about their prospective living arrangements by providing detailed information on the home in a statement of purpose and in the service user guide.
- We provide each resident with a terms and conditions that specifies the details of our relationship.
- We ensure prospective residents have their needs expertly assessed before a decision on admission is taken.
- We offer trial visits to prospective residents and avoid unplanned admissions except in cases of emergency.
- An emergency placement does not commit the client to a longer-term arrangement, nor does it imply the right for the client to remain.

### Independence:

- We aim to practise in a culture that focusses on ability and maximises the opportunity for self-care, for independent interaction with others and for independently carrying out daily living tasks.
- We encourage and help residents to take reasonable and fully considered risks.
- We ensure residents have an individual Personal Plan, that details how they wish to meet identified outcomes.
- We will involve clients and/or their representatives in planning, devising and reviewing their Personal Plan.
- We will promote possibilities for residents to retain and establish contacts beyond the home and in the local community.
- We work with primary carers, relatives and friends to nurture relationships and provide continuity of care and lifestyle.

### Privacy:

- We offer a private bedroom with a lockable facility.
- We give help in intimate situations as discreetly and sensitively as is possible.
- We ensure residents are able to lock bathrooms, toilets and bedrooms.
- We guarantee residents' privacy when using the telephone, opening and reading post and when spending time with friends, relatives or advocates.
- Residents have the use of a mobile telephone to use at any time they need to make or receive private phone calls; they can also use the office telephone. They are also given the opportunity to install a private telephone line if desired.
- Mail is given to residents in the privacy of their own room and only if requested are letters read by staff.
- Residents are encouraged to communicate with and receive friends, relatives and advocates in the comfort of the visitor's area or their bedroom.
- Personal data and information will be treated absolutely confidentially subject to Registration and Inspection requirements. Information and Data is safeguarded appropriately, and accessibility will be in compliance with the current Data Protection regulations. All information we hold on individuals is retained for a set period of time in accordance with Council's retention policies and procedures. Residents have the right to access their files at any time.
- All staff members are trained in and uphold the principles of confidentiality and data protection.

### Dignity:

- We treat each resident as a valued individual and with respect.
- We will ensure the dignity of residents who require assistance with personal tasks such as dressing, bathing and continence care.

- We ensure the residents' care is reflective of their wishes which are determined by means of assessment, life history and continued communication.
- We assist residents to uphold their personal appearance and provide assistance with shaving, care for hair and make-up so that they can present themselves as they would wish.
- We appoint staff members who have a particular interest into the role of dementia champions. They work in partnership with colleagues in Cartref Porthceri and other Council homes and contribute to the overall wellbeing of residents who are living with a dementia.
- We aim to minimise any feelings of inadequacy, inferiority or vulnerability.
- We address residents and introduce them to others in accordance to their expressed preference.
- We respond to specific cultural demands and requirements.
- We ensure the relationship between staff and residents is respectful, one of trust and appropriate to the relationship of worker to resident.
- We offer a range of activities which enable each resident to express themselves as a unique individual and to provide stimulation.
- We challenge stigma and discrimination.

#### Safety and Security:

- Our staff are trained in and work in accordance to the principles of positive risk management
- We provide an environment and a support structure that encourages positive risk taking and ensure residents are able to make informed choices before undertaking activities which may place them at a risk.
- We ensure the physical environment is well maintained and free from unnecessary danger to persons and their property.
- We operate an electronic entry and exit system to ensure the security of our residents.
- We operate a call system that ensures residents can summon assistance wherever they are in the home.
- We work in accordance to relevant guidance and legislation to ensure our residents are protected from all forms of abuse and all our staff members receive Safeguarding training.
- We apply the Council's Safer Recruitment process to ensure the suitability of our staff. This includes the undertaking of references and a DBS check that is repeated every third year.
- We ensure our staff will never exploit their position and are suitably trained and skilled to provide services responsibly and professionally.
- Each bedroom has a lockable facility; alternatively, residents can deposit monies and small valuables in the home's safe.
- We minimise the risks of falls by completing falls and manual handling risk assessments.
- All care staff complete safe manual handling training.
- Where appropriate we provide emergency respite which offers families and professionals the opportunity to resolve emergency situations at home.



- We ensure that the right of the people who use services are upheld and that our staff have the skills, knowledge and support to work constructively and safely with people who behave in a way that challenge services.
- Physical intervention will only be used as a last resort to protect the person or others from significant harm. It will only be used in accordance with National Assembly guidance on restrictive physical interventions, relevant legislation and the Council's "Working with People Who Challenge Services" Policy and Procedure.
- All Falls, Incidents and Accidents are recorded and investigated and where required reported to relevant bodies such as the Safeguarding Team, Health and Safety professionals and CIW.
- We work in partnership with other professionals to ensure decisions are not made in isolation and we refer to the Deprivation of Liberty Team when it is considered that restrictive care maybe necessary.
- We ensure residents have access to case management support and where needed independent Advocacy.
- We provide residents with a copy of the Councils' Complaint procedure and the contact details of the Care Inspectorate Wales:

Care Inspectorate Wales  
Welsh Government office  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Telephone number: 03007900126

### **Civil Rights:**

#### **Rights**

- We ensure our residents are involved in all decisions that affect their lives.
- We aim to help our residents maintain their place in society as fully participating citizens and encourage community presence.
- We ensure residents can participate in elections if they so wish.
- We ensure residents can access public services, such as libraries and education.
- We will enable our residents to access and make full use of community health services in all ways appropriate to their medical, nursing and therapeutic needs.
- We will provide information to ensure our residents, their friends, relatives or representatives know how to complain about or give feedback on our services.
- We support our residents to participate in the activities of their choice.
- We ensure that when residents are unable to express their views and wishes they have access to an appropriate representative, such as an independent advocate, POA or IMCA.
- We respond to faith needs and assist residents to attend religious services of their choice.

## Choice

- We provide a choice of meals and drinks and assist residents to decide for themselves where, when and with whom they consume food and drink of their choice.
- Meals can be accommodated in their room, but residents are encouraged to attend the dining facility and to benefit from the social interaction this provides.
- We encourage and assist residents to exercise lifestyle choices such as what to wear, deciding what to do and when to do it.
- Where residents have difficulty expressing themselves, we ascertain their wishes and preferences by means of assessment, communication with friends and relatives and life history and ensure that the care we deliver is reflective of our findings.
- We deliver a service which welcomes and responds to cultural diversity and ensure staff members are trained in the principles of the Equality Act (Wales) 2010.
- We encourage residents to exercise choice in their selection of individuals who provide them with personal care and assistance.
- We aim for maximum flexibility in the routines of the daily life of residents and respect their wishes with regard preferred time of rising and retiring.
- We are respectful and accepting of individual, unusual or eccentric lifestyle choices or behaviour.
- We help residents to furnish and equip their rooms in their own style and to use them as they wish for leisure and entertaining.

## Fulfilment

- We respect religious, ethnic and cultural diversity and we will assist a client to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals.
- We ensure that we are well informed about the resident's wishes, individual life histories and personal characteristics. We provide a range of leisure and social activities which are reflective of residents' interests.
- We ensure mealtimes are unrushed and a social experience.
- We help residents achieve their preferred outcomes and to participate in activities of their choice.
- We ensure residents are consulted about the operation and running of the home.
- We ensure residents feel valued by listening and responding promptly to concerns and requests.
- We will help residents to maintain existing and foster new relationships.
- We are respectful of our residents' needs to express their sexuality.
- Relatives and friends are welcomed in accordance to resident's wishes.
- We provide the opportunity and equipment to communicate with friends and relatives by telephone and internet.
- We will encourage residents who have a disability, to take advantage of assistive equipment and technology.

- We aim to respond sensitively and appropriately to the individual needs and wishes of residents who are terminally ill or dying. We aim to enable them to spend their final days in the home unless there are compelling medical reasons to prevent this.

### Health and Welfare

- Based on a thorough assessment and the social worker's care and support plan and with the resident and/or their representative, we establish preferred outcomes and create and regularly review an individual Personal Plan.
- We will determine the resident's life history to inform our delivery plan.
- On admission to the home residents are allocated a keyworker and together they review the individual Personal Plan and associated risk assessments on a monthly basis and when needed.
- A social worker led review takes place on an annual basis.
- With consent of the resident, relatives / representatives are periodically invited to attend review meetings.
- We seek to meet or arrange for appropriate professionals to meet the health care needs of each resident.
- Where residents are unable or unwilling to self-administer, we establish and carry out careful procedures for the safe administration of medication.
- We ensure staff members are trained in safe handling and administration of medicines and controlled medication.
- We ensure staff members are trained in adult protection and safeguarding, basic first aid, dementia awareness, chronic conditions and the safe moving and handling of people.
- We take steps to safeguard residents' privacy and dignity in all aspects of the delivery of health and personal care.
- Every attempt is made to assist the residents to maintain registration with their own G.P if this is their preference but residents have the opportunity to register with any of the local G.P. surgeries with which the home has good working relationships.
- The home has a visiting optician, chiropodist and dentist.
- We sensitively care for our residents when they are terminally ill or dying. Residents are able to spend their final days in our home unless there are compelling medical reasons to prevent this and we will support them and their friends and relatives throughout the process.

### Social Activities and Stimulation

- To provide mental and physical stimulation Cartref Porthceri encourages residents to engage in a daily activities programme which is reflective of expressed interests.

Some of the activities we offer are:

Bus trips  
Reminiscence and music therapy  
Intergenerational activity with Romilly Primary School  
Skittles / Boccia  
Crosswords and quiz  
Sing-a-longs  
Board games  
Arts and Crafts  
Food preparation  
Bingo  
Beauty therapy – hair, nails  
Film club  
Extend exercises  
Local walks/ bus trips  
Gardening club  
I Pad use

## Communication Needs for People using the Service

We ensure our residents have a voice and are able to communicate their needs and preferences. We recognise the central importance of effective communication with service users and their families/representatives, and their preferred method of communication is ascertained by means of assessment and recorded in the service delivery plan.

The main language spoken in Cartref Porthceri is English, but the Council provides basic Welsh language training to staff and Cartref Porthceri complies with the Welsh Language Standards, “More than Words” and “Active Offer”. It is our aim to reduce barriers in communication and when required will engage the support of other professionals such as advocates, interpreters and Speech and Language Therapists.

## Management and Staffing Arrangements

Operational Structure:

Operational Manager and Responsible Individual:

Marijke Jenkins  
c/o Cartref Porthceri  
91 Salisbury Road  
Barry  
CF62 6PU

Telephone: 01446 731106

*SoP Cartref Porthceri Reviewed April 2018, June 2018, November 2018, May 2019, April 2020, April 2021, May 2022, June 2022, September 2022, November 2022, April 2023, August 2023, December 2023, February 2024, 18th March 2024, 4<sup>th</sup> November 2024*

Qualifications:

Level 5 Diploma in Leadership for Health and Social Care Services  
(Adult's Residential Management)  
Level 5 Certificate in Coaching and Mentoring in Management  
Diploma Social Work  
Culture Change in Dementia Care – David Sheard (Dementia Care Matters)

Experience:

Operational Manager Residential Services and Compliance  
Team Manager Residential Services  
Adult Placement Registered Manager  
Adult Placement Worker  
Quality Coordinator (Nursing Care)  
Registered Manager Residential Home Older People  
Social Worker  
Social Work Assistant  
Care Assistant  
General Nurse (Netherlands)

The Manager:

Laura Davies  
c/o Cartref Porthceri  
Salisbury Road  
Barry  
CF62 6PU

Telephone: 01446 739438

Qualifications:

Level 7 Undergraduate Diploma for Quality in Health and Social Care  
Level 5 Diploma in Health and Social Care  
N.V.Q. Level 2 Health and Social Care  
N.V.Q. Level 3 Health and Social Care

Experience:

Deputy manager  
Acting Deputy Manager  
Relief Senior Care Officer  
Care assistant

The Deputy Manager:

Lisa Millard c/o Cartref Porthceri

Qualifications:

Level 5 Diploma in Health and Social Care  
N.V.Q. Level 2 Health and Social Care  
N.V.Q. Level 3 Health and Social Care

Experience:

Deputy Manager

The Practice Champion / Trainee Manager:

Jane Phillips c/o Cartref Porthceri

Qualifications:

N.V.Q. Level 2 Health and Social Care  
N.V.Q. Level 3 Health and Social Care

Experience:

Care Assistant

The Management Support Officer:

Melanie Hayes c/o Cartref Porthceri

Experience:

Clerical Assistant

We know that the leadership of the home is critical to all its operations.

To provide effective leadership, we do the following:

- Ensure the registered manager is qualified, competent and experienced to undertake the role.
- Aim for a management approach, which creates an open, positive and inclusive atmosphere and is conducive to effective communication.
- Ensure effective monitoring of the services provided.

- Manage the rota effectively to ensure that staff is provided in sufficient numbers and with the relevant mix of skills to meet residents' needs.
- Manage the affairs of the home in accordance with Council and Departmental Policy and Procedures and Legislative Requirements and Standards.
- Work to accounting and financial procedures which safeguard residents' interests.
- Offer residents appropriate assistance in the management of their personal finances.
- Ensure that all staff and voluntary workers are supervised regularly and carefully.
- Ensure effective dissemination of information.
- Keep up-to-date and accurate records on all aspects of the home and its residents.
- Ensure that the health, safety and welfare of residents and staff are promoted and protected.
- Ensure staff attend monthly staff meetings and relevant training and participate in fire drills and horizontal evacuation.
- Ensure staff exercise professionalism and respect each person's individuality.

The Cartref Porthceri Manager, the Deputy Manager and the management team, work together to ensure the home is managed effectively. When required the managers have access to the support of the residential care homes administrator.

Staffing levels

Cartref Porthceri employs 22 members of care staff as well as several relief care assistants.

Care Porthceri staff are on duty 24 hours a day. The team is supervised by a qualified and experienced management group that comprises of a Manager, a Deputy Manager, a practice champion/trainee manager, and a management support officer.

The minimum number of day care staff on duty between the hours of 6.45 and 21.00 is 4 and 2 staff are available to provide support between 22.00 and 6.45. In addition, a member of staff sleeps on the premises to provide support in case of emergency.

Cartref Porthceri employs 13 members of catering and housekeeping staff. During the daytime there is a laundry assistant, a minimum of 2 domestic assistants, a cook and a kitchen assistant on duty. The home also employs a handy person/gardener.

We take great care in the recruitment of our staff and work in accordance with the Council's Safer Recruitment Policy, which includes undertaking

	<p>references and a DBS check at the point of recruitment and a further DBS check every third year.</p> <p>We recruit people with the right experience, attitude and values and provide a thorough induction. We apply the same principles when there is a need to engage agency staff. The Council work with a preferred recruitment agency which ensures quality and consistency. Their performance and that of their staff is monitored weekly and when required.</p>
Specialist staff	<p>Cartref Porthceri does not employ specialist staff, nor does it provide Nursing Care, but residents have access to community-based specialist services provided by G.P., Speech and Language, Occupational and Physiotherapists, Dentist, Optician, Chiropodist, District Nurse and Community Psychiatric and Dementia Support Services.</p>
Deployment of staff at service	<p>Cartref Porthceri ensures that 4 care staff are on duty between the hours of 6.45 AM and 22.00 PM and 2 care staff provide support between 22.00 PM and 6.45 AM. One additional person sleeps in on the premises to meet fire safety standards.</p> <p>The dependency level of a resident is assessed on admission and is regularly reviewed. If it is deemed that the collective resident dependency level merits more staff on duty, additional staff members are brought on rota.</p> <p>On those occasions where neither the manager nor the deputy is available and staff are unable to resolve difficulties, they can access a manager, deputy manager or senior care officer in any one of the other three Council homes.</p> <p>The ‘across homes’ management rota ensures a manager is always available for advice between the hours of 8 AM until 8 PM Monday to Friday and 10 AM until 5 PM during weekends. The Cartref Porthceri managers are part of this rota and work various shifts including the occasional night shift.</p> <p>Staff have access to out of hours emergency numbers which includes managers’ numbers and the Cardiff and Vale Emergency Duty Team.</p>



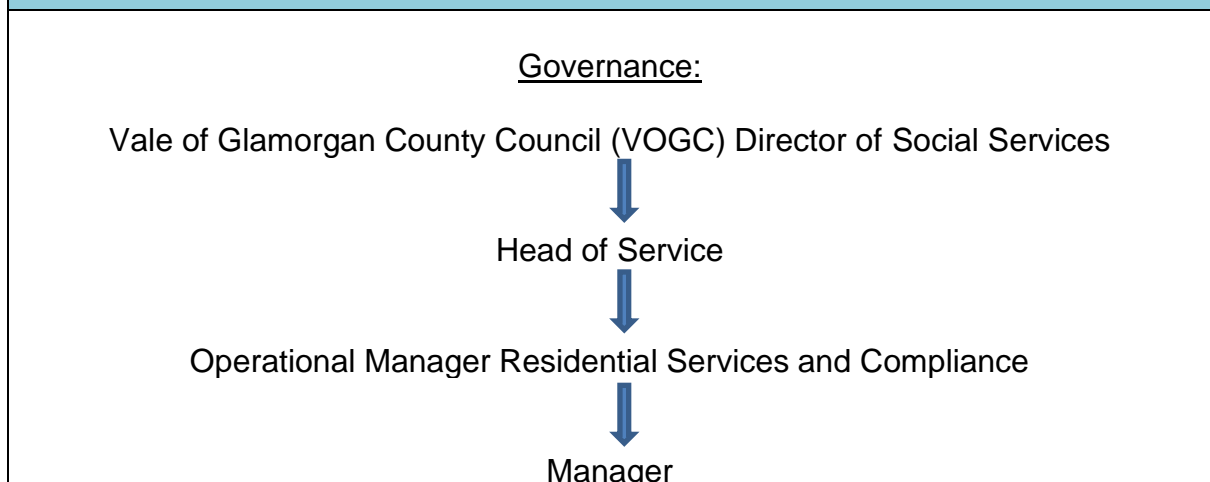
	<p style="text-align: center;"><b>Home Organisational Structure</b></p> <p style="text-align: center;">Manager ↓ Deputy Manager ↓ Practice Champion / Trainee Manager ↓ Management Support Officer ↓ Care Assistants, Catering and Domestic staff Handyperson</p>
Supervision arrangements	We undertake regular supervision in line with the Vale of Glamorgan Council Supervision Policy and convene monthly team meetings.
Staff training	<p>We ensure staff members build up the necessary knowledge and skills by providing a wide range of training among which:</p> <ul style="list-style-type: none"> <li>• NVQ Level 2 and 3 and QCF Framework awards</li> <li>• Health &amp; Safety at Work</li> <li>• Safer Handling, Positioning and Moving</li> <li>• Falls training</li> <li>• Risk Assessment</li> <li>• The Principles of Enablement and Therapeutic Approaches</li> <li>• Assistive Technology</li> <li>• Protection of Vulnerable Adults/Safeguarding</li> <li>• Child Protection</li> <li>• Domestic Abuse Training</li> <li>• Food Hygiene</li> <li>• Loss and Bereavement</li> <li>• Confidentiality and Data Protection</li> <li>• Deprivation of Liberty and The Mental Capacity Act</li> <li>• Medication Training</li> <li>• First Aid</li> <li>• Infection Control</li> <li>• Fire Training</li> <li>• In addition to the above, we provide specialist training to meet the individual needs of the residents including Dementia, Mental Ill Health/</li> </ul>

	Recovery, Parkinson's disease and Stroke Awareness and the management of behaviour that challenges.
<b>Facilities and Services</b>	
<b>Number of single and shared rooms</b>	27 single rooms, none have en-suite facilities
<b>Facilities</b>	<p>Bedrooms in Cartref Porthceri are located on both the ground and first floor.</p> <p>On the ground floor there are a number of communal lounges / TV rooms, furthermore there is a themed 'nail salon' and a 'garden' room which are available to visitors. The large dining room is also the venue for entertainment events.</p> <p>The first floor also has a communal lounge/TV room and a visitor area.</p> <p>A fully fitted hairdressing salon is located on the ground floor where a weekly service is provided by a visiting hairdresser. Charges for this service are the responsibility of the resident.</p> <p>There is a lift and a stair lift to the first floor.</p> <p>Cartref Porthceri provides well decorated single rooms with washing facilities. All rooms have a lockable facility and are furnished with an easy chair, a chest of drawers, a wardrobe, a bed, a bedside cabinet and, where desired, a commode.</p> <p>Although some rooms are larger in size, the average room measures 9.6 square meters. There are rooms at the home that can accommodate couples at their request, but residents are not required to share a room.</p> <p>Rooms, corridors and communal areas all large, airy and well-appointed and have areas of interest and the corridors have handrails to aid mobility. All rooms, including lounge areas, bathrooms and toilets are equipped with a call system for when assistance is required.</p> <p>There is a TV Ariel point in all the bedrooms, but TVs are not provided. Residents may choose to purchase a contract with a cable network or SKY, and this can be arranged, but associated charges will remain the</p>

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	<p>responsibility of the resident. If a private telephone point in their room is required, this will also be the responsibility of the resident. The home has WIFI and a large button mobile telephone for resident's use only.</p> <p>Cartref Porthceri is a smoke free environment.</p>
<b>Specialist bathing facilities</b>	<p>Cartref Porthceri has 2 bathrooms, both fitted with bath hoists. There is a 'walk in' shower room on each floor.</p> <p>All toilets have grab rails and some have raised seats. One toilet on the ground is fully accessible to wheelchair users.</p>
<b>Specialist equipment</b>	<p>Cartref Porthceri has a range of specialist mobility/transfer/lifting aids such as a profile (high/low beds), mobile hoist, a 'Cricket' and an 'Elk'. All our specialist equipment is serviced in accordance with manufacturer's guidance.</p>
<b>Security arrangements in place and use of CCTV</b>	<p>Cartref Porthceri operates an electronic entry and exit system to ensure the security of our residents. We do not deploy CCTV.</p>
<b>Access to outside space and facilities at this service</b>	<p>Cartref Porthceri has a medium sized private car park, bicycle storage and attractive garden areas with level access that can be enjoyed by all residents.</p>

## Governance and Quality Monitoring Arrangements



### **Quality Monitoring:**

- In compliance with Regulated Services (Service providers and Responsible Individuals) (Wales) Regulations 2017 and statutory guidance the Responsible Individual monitors the quality of care and support during three monthly visits.

The visits are announced in advance and stakeholders are invited to meet with the Responsible Individual during this time. The Responsible Individual considers the views of stakeholders and audits a range of records among which:

- Incident and accident records
- Health and Safety records
- Falls records
- Safeguarding records and reports
- Medication Records/ Error reports
- Regulation 60 notifications
- Complaint and Compliment and whistleblowing records
- Staff records
- Client personal files
- Reports from regulators

The Responsible Individual will analyse the findings and recommend actions to improve service delivery and reports the findings and recommendations in bi-annual reports that are shared with the relevant Council (Provider) representatives.

- A bi-annual quality assurance exercise is also undertaken by the Local Authority's Policy and Quality Assurance Officer the findings of which are presented in an annual Quality Assurance report which is shared with Care Inspectorate Wales and relevant Council (Provider) representatives.
- The Care Inspectorate Wales and Environmental Health Services inspect the home on an annual basis. Subsequent reports and food scores are made available in Ty Dewi Sant.
- Monthly staff meetings and regular supervision ensures that staff members are able to share their views and contribute to service development.
- Resident meetings take place regularly offering an opportunity to share concerns and contribute to service development.
- The Council's Policy and Quality Assurance team undertake:
  - Service User and Carer Satisfaction consultations

- Case file auditing – A thematic auditing process based on areas identified by inspections, feedback from consultation and issues relevant to social services at the time
  - The development and review of Departmental Policies, Procedures and Guidance
  - The preparation of an Annual Quality Assurance report for senior management.
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- All residents are provided with a copy of the Vale of Glamorgan Complaint procedure, which is also available on request. All complaints are investigated in line with the procedure and are referred to the Vale of Glamorgan Complaint Officer who reports weekly to senior management.