

Stepping Stones Care Services (South Wales) Limited

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: Stepping Stones Care Services (South Wales) Limited

Provider summary

The provider was registered on:	29/10/2018
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.	We continue to utilise an online training provider for our mandatory training programmes and have commissioned external organisations for in person training in restrictive physical interventions and safeguarding practises. All members of the Senior Team have completed pre-trauma recovery model practitioner training. NSPCC have provided Designated Safeguarding Person training for our Head of Operations. Operations Team continue with their Level 7 Strategic Leadership and Management qualification.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We continue to invest and work on recruitment in a sector with high turnover of staff. Retention is key for us and we offer progression and development opportunities for all. We have increased staff wages and implemented a staff referral bonus scheme, additional annual leave for birthdays and paid team building days to boost morale. We have increased the number of support workers we employee to focus on staff development due to the shortage of senior experienced candidates seeking employment.

Regulated services delivered by this provider

Service name	Service type	Type of care
Ffordd y Gyfraith Farm	Care Home Service	Childrens Home
Penyparc Farm	Care Home Service	Childrens Home
The Old Rectory	Care Home Service	Childrens Home
The Farm	Care Home Service	Childrens Home
Green Court Mill	Care Home Service	Childrens Home
Rhiwinder House	Care Home Service	Childrens Home
Nant Y Fedwen	Care Home Service	Childrens Home
Cefn Cottage	Care Home Service	Childrens Home
Old Gatehouse	Care Home Service	Childrens Home
Malpas Meadows	Care Home Service	Childrens Home

Service: Rhiwinder House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	30/10/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Aleksandra Kazmierczak

Service contact details

Service Telephone Number	01443674173
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Social Stories - Total Communication - 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

- 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: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3857.00
The maximum weekly fee payable during the last financial year?	£9289.90

Complaints processed by the service

Total number of formal complaints made during the last financial year	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	9

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	3
Care Worker	7	7

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	Working towards all staff completing
Care Worker	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	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	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	1	0
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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: Old Gatehouse

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	02/11/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Matthew Harris

Service contact details

Service Telephone Number	01685813632
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Social Stories - Total Communication - 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

- 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: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3857.00
The maximum weekly fee payable during the last financial year?	£9597.00

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	2
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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

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

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: Ffordd y Gyfraith Farm

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/09/2020
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Gillian Reed

Service contact details

Service Telephone Number	01656743786
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Non-formal communication (e.g. body language, facial expressions) - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards) - Social Stories - Total Communication

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: 4 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3973.00
The maximum weekly fee payable during the last financial year?	£10630.64

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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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	1	2
Care Worker	3	4

Training undertaken**Induction and Health & Safety**

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

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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	1	0	0
Care Worker	3	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
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	1	0
Senior Care Worker	1	0
Care Worker	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	0	3

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: Penyparc Farm

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	01/02/2020
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Matthew Harris

Service contact details

Service Telephone Number	01873857043
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Social Stories - Total Communication - 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

- 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: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£4102.49
The maximum weekly fee payable during the last financial year?	£13265.00

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	1
Care Worker	6	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	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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

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

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	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	2	0
Care Worker	5	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
Senior Care Worker	2	0
Care Worker	1	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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: The Farm

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/11/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Kayleigh Joanne Lewis

Service contact details

Service Telephone Number	01446775686
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Social Stories - Total Communication - 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

- 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: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

N/A

Compliance and quality statement

Not Inspected - Improvements Underway We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive

care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	2
Care Worker	5	2

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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

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

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	2

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	0	1
Care Worker	3	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
Senior Care Worker	1	0
Care Worker	1	4

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	19/11/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Elena Evstafieva

Service contact details

Service Telephone Number	01873856958
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Non-formal communication (e.g. body language, facial expressions) - Social Stories - Total Communication - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards) - Writing (Paper / Whiteboards)

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: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Quiet areas - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.
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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?	£3807.89
The maximum weekly fee payable during the last financial year?	£9254.15

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	1
Care Worker	4	3

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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	4	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	2	0
Care Worker	4	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	2	0
Care Worker	1	3

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: The Old Rectory

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	13/10/2021
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Gemma Perry

Service contact details

Service Telephone Number	01633846475
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
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) - Social Stories - Total Communication

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: 4 - Number of communal lounges: 2 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3973.00
The maximum weekly fee payable during the last financial year?	£7077.00

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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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	1	2
Care Worker	6	1

Training undertaken**Induction and Health & Safety**

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

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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	1	0	0
Care Worker	6	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
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	1	0
Senior Care Worker	1	0
Care Worker	6	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/11/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Ashley Rees Davies

Service contact details

Service Telephone Number	01639702932
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	• Social Stories • Total Communication • 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

• 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: 3 • Number of dining rooms: 1 • Number of shared bedrooms: 0 • Number of single bedrooms: 4 • On-site parking • Outdoor play area • Outdoor seating / entertainment area • Residents' kitchenette / communal kitchen • TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3857.02
The maximum weekly fee payable during the last financial year?	£6117.00

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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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	1	2
Care Worker	7	0

Training undertaken**Induction and Health & Safety**

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

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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	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
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	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	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	1	6

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: Cefn Cottage

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	29/10/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Kayleigh Joanne Lewis

Service contact details

Service Telephone Number	01873840592
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Writing (Paper / Whiteboards) - Non-formal communication (e.g. body language, facial expressions) - Social Stories - Total Communication - Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

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: 2 - Number of dining rooms: 0 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made.

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?	£3983.00
The maximum weekly fee payable during the last financial year?	£7875.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	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
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	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
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
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	6	0	0

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

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

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Care Worker	6	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
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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month

Service: Malpas Meadows

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/08/2018
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 Daniel Anthony Willis
How many people in total did the service provide care and support to during the last financial year?	5

Service management

Responsible Individual(s)	Daniel Willis
Manager(s)	Matthew Hodgins

Service contact details

Service Telephone Number	01443716404
Service Contact Email Address	info@steppingstones.wales

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	There are no other languages used at the service
Non-verbal communication methods used at the service	- Social Stories - Total Communication - 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

- 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: 3 - Number of dining rooms: 1 - Number of shared bedrooms: 0 - Number of single bedrooms: 4 - On-site parking - Outdoor play area - Outdoor seating / entertainment area - Residents' kitchenette / communal kitchen - TV point

Engagement with people using the service

Young people are consulted formerly on the operation of the service as part of the Responsible Individuals regulation 73. visits and through a questionnaire basis for the regulation 80. reports. As part of the formal feedback, professionals affiliated with, and the families of the young people are also formerly consulted. Young people contribute to plans and changes to the service through weekly house meetings, key work sessions and through informal consultation on a day-to-day basis seeking feedback and recommendations of improvements that can be made
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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?	£3807.89
The maximum weekly fee payable during the last financial year?	£7875.00

Complaints processed by the service

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

Staff working at the service**Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	12
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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	1	2
Care Worker	2	5

Training undertaken**Induction and Health & Safety**

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

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	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

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	1	0	0
Care Worker	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

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	1	0
Care Worker	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

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

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	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month
Care Worker	Rolling rota covering 24/7 including sleep ins. Average 4 staff per shift during day plus manager. 2 staff per shift overnight. Basic hours of 171 per month