

Unique Care Homes Ltd

Annual Return 2025/2026

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

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Provider summary

The provider was registered on:	08/10/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

<p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p>	<p>Comprehensive Training Programme aligned to our therapeutic model based on children and staff needs.</p> <p>Annual Training Plan in Place Mandatory online & face to face training, PRICE training all Safeguarding Training aligned to National Standards.</p> <p>Specialist sector training Lucy Faithfull Children Society LGTBQ FASD Autism ADHD CE</p> <p>Therapeutic Practice Model Training Delivered by a lecturer on Therapeutic Childcare Degree at Wrexham University</p> <p>Level 3 4 & 5 Diploma delivered by Coleg Cambria</p>
<p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p>	<p>Reviewed Recruitment & Selection to ensure Therapeutic value based and include children's voice.</p> <p>Operations Manager & HR Manager support with recruitment and retention.</p> <p>Reviewed Employee Awards & Benefits, Salary increase for all staff</p> <p>Promotion of existing long standing staff. Succession Planning</p> <p>Advertising campaign, social media & recruitment agencies</p> <p>Refer a Friend</p> <p>Welsh Speaking Staff in line with Active Offer</p> <p>Wellbeing Framework Wellbeing Week Mental Health First Aid</p> <p>No agency use</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Ty'r Bont	Care Home Service	Childrens Home
Ochr Y Marian	Care Home Service	Childrens Home
Braich y Cwm	Care Home Service	Childrens Home
Oakcroft House	Care Home Service	Childrens Home
Mayfield	Care Home Service	Childrens Home

Service: Mayfield

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">A maximum of 4 individuals can be accommodated at this serviceThe responsible individual for this service is Helen Argyle
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Helen Argyle
Manager(s)	Daniel Purschke

Service contact details

Service Telephone Number	01490412239
Service Contact Email Address	daniel@we-are-unique.care

Languages used at the service

What is the main language through which the service is provided?	Both
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	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 1Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 3On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)
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Engagement with people using the service

Individual Keyworker Sessions Children's Meetings Team Around the Child Consultation Questionnaires for Quality of Care Review Feedback from Independent Reviweing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Operations Manager Quarterly Audits Quarterly Visit from Responsible Individual

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£4,550 (Inclusive fee of Care, Education & Therapy)
The maximum weekly fee payable during the last financial year?	£6,250 (Inclusive fee of Care, Education & Therapy)

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)	9
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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	2	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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	2	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	2	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
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	4	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	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY
Care Worker	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY

Service: Ty'r Bont

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	16/06/2020
Maximum number of places	5
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Helen ArgyleA maximum of 5 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Helen Argyle
Manager(s)	Laura Hughes

Service contact details

Service Telephone Number	01824710333
Service Contact Email Address	Laura@we-are-unique.care

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Assistive Technology

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 2Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 1Number of single bedrooms: 5On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasSensory areasTV point

Engagement with people using the service

Individual Keyworker Sessions Children's Meetings Team Around the Child Meetings Questionnaires for Quality of Care Review Feedback from Independent Reviewing Officers ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Operations Manager Quarterly Audits Independent Visitor Quarterly Visits Quarterly Visit from Responsible Individual Placing Authority Audits

Compliance and quality statement

Not Inspected - Strong Internal Checks
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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?	£4650
The maximum weekly fee payable during the last financial year?	£5650

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)	13
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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	2	0
Care Worker	8	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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	2	0	0
Care Worker	8	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
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	2	0
Care Worker	8	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	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	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY
Care Worker	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY

Service: Oakcroft House

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	12/10/2018
Maximum number of places	6
Service Conditions	<ul style="list-style-type: none">A maximum of 6 individuals can be accommodated at this service.The responsible individual for this service is Helen Argyle
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Helen Argyle
Manager(s)	Laura Edwards

Service contact details

Service Telephone Number	01691772222
Service Contact Email Address	Laurakate@we-are-unique.care

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Assistive TechnologyVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Gym / sports facilitiesNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 3Number of communal lounges: 2Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 6On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasSemi-independent flatSensory areasTV pointWoodland / ponds

Engagement with people using the service

Individual Keyworker Sessions Children's Meetings Team Around the Child Consultation Questionnaires for Quality of Care Review Feedback from Independent Reviweing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Operations Manager Quarterly Audits Quarterly Visit from Responsible Individual

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?	£4650
The maximum weekly fee payable during the last financial year?	£5650

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	2	0
Care Worker	8	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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	2	0	0
Care Worker	8	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
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	2	0
Care Worker	8	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	0
Care Worker	5	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	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY
Care Worker	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY

Service: Braich y Cwm

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/10/2018
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">A maximum of 4 individuals can be accommodated at this serviceThe responsible individual for this service is Helen Argyle
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Helen Argyle
Manager(s)	Kylee McCoy

Service contact details

Service Telephone Number	01824750139
Service Contact Email Address	Kylee@we-are-unique.care

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Gym / sports facilitiesInternet accessNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 0Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointSensory areasTV point

Engagement with people using the service

Individual Keyworker Sessions Children's Meetings Team Around the Child Consultation Questionnaires for Quality of Care Review Feedback from Independent Reviweing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Operations Manager Quarterly Audits Quarterly Visit from Responsible Individual Local Authority Compliance Visit
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Compliance and quality statement

Not Inspected - Strong Internal Checks
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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?	£4650
The maximum weekly fee payable during the last financial year?	£5650

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)	9.05
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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	2	0
Care Worker	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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	2	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	2	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
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	4	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	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY
Care Worker	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY

Service: Ochr Y Marian

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	08/08/2022
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none">A maximum of 4 individuals can be accommodated at this service.The responsible individual for this service is Helen Argyle
How many people in total did the service provide care and support to during the last financial year?	4

Service management

Responsible Individual(s)	Helen Argyle
Manager(s)	Amy Evans

Service contact details

Service Telephone Number	01745 421546
Service Contact Email Address	Amy@we-are-unique.care

Languages used at the service

What is the main language through which the service is provided?	Both
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	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibuss or other transportActivities room (Art, Music, Games, Computers, etc.)Garden(s)Internet accessNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 4Number of communal lounges: 3Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 4On-site parkingOutdoor play areaOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasSensory areasTV pointWoodland / ponds

Engagement with people using the service

Individual Keyworker Sessions Children's Meetings Team Around the Child Consultation Questionnaires for Quality of Care Review Feedback from Independent Reviweing Offices ,Social Workers and Families Monthly Visits from Independent Advocacy Service Tros Gynnal Independent Visitor Quarterly Visits Operations Manager Quarterly Audits Quarterly Visit from Responsible Individual Placing Authority Compliance
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Compliance and quality statement

Not Inspected - Strong Internal Checks
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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?	£4650
The maximum weekly fee payable during the last financial year?	£5650

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)	9
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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	2	0
Care Worker	6	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	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
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	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
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	3	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	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY
Care Worker	8AM-11PM SLEEP IN 7.30AM -11PM SLEEP IN 7.30.8.30 2 ON 4 OFF 3 STAFF ON DUTY & MANAGER SUPERNUMARY