



STATEMENT OF PURPOSE

Clayford



CARNINGLI TRUST

April 1, 2026

Authored by: Responsible Individual/Operations Director

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Section 1: About Us

The Carningli Trust is a Company Limited by Guarantee and a registered Charity who consist of a board of directors who in turn answer to and are regulated by the Care Inspectorate for Wales (CIW), the Charity Commission and Companies House.

Company Limited by Guarantee

Company No. 01953474

Registered Charity Number 517066

Registered Office:

Panteg, Llangynin Road
St Clears
Carmarthen
Dyfed
SA33 4JR

Contact:-  **01994 231502**  admin@carninglitrust.org

Key information for:

**Clayford Farm,
Nr Wiston, Haverfordwest
Pembrokeshire**

SA62 4BD

Contact:-  **01437 751273**  clayford@carninglitrust.org

The Responsible Individual/Operations Director: **Miss Kerry May**

Operations Manager: **Mrs Michele Jones**

Registered Manager: **Saphire Collins**

Deputy Manager: **Julia Down**

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Section 1: About Us cont.

The Carningli Trust established in 1985 employs 43 staff and provides accommodation for up to 20 individuals across its 4 Registered Care Homes across Carmarthenshire & Pembrokeshire.

The Philosophy of Carningli Trust Homes

The Charitable Objects of The Carningli Trust Ltd are to provide assistance in the provision of facilities for the treatment, education, training and rehabilitation and welfare of the individual we support. Currently the Trust has 4 properties each registered to support 5 Individuals with a variety of support and health needs.

The vision of the Trust is to promote the highest standards of individualised support, empowerment and independence that is consistent with the safety and wellbeing of all involved, and with the care outcomes that have been agreed. We strive to make the individuals that live and work in our properties feel valued and supported to achieve their maximum potential as members of the wider community in which they live.”

Our achievements will be evidenced through: -

- ❖ Putting each individual, we support at the centre of everything that we do.
- ❖ Working in partnership with all local authorities, health boards and families to secure the future for those all who live and work within the Trust
- ❖ Providing the right support at the right time and working to prevent escalations and minimise risks caused by changes in need.
- ❖ Maintaining the wellbeing of the individual we support through effective assessment, decision making, safeguarding, positive risk taking and maintaining each individual's rights.

The Carningli Trust will continue strive to provide the best quality of life for the individuals we support in homely, safe and well-regulated environments. We will achieve this by ensuring it is managed operationally and run by a highly qualified and dedicated staff structure and that we deliver to; -

- ❖ Social Service and Well Being Act 2014
- ❖ Regulation and Inspection of Social Care Act 2016
- ❖ All Local/Joint Health & Social Care Commissioning Contracts

Further, in its commitment to transparency, The Carningli Trust welcomes scrutiny and associated dialogue in order to maintain a constant impetus of improving the quality of the services available for the benefit of the individuals we support.

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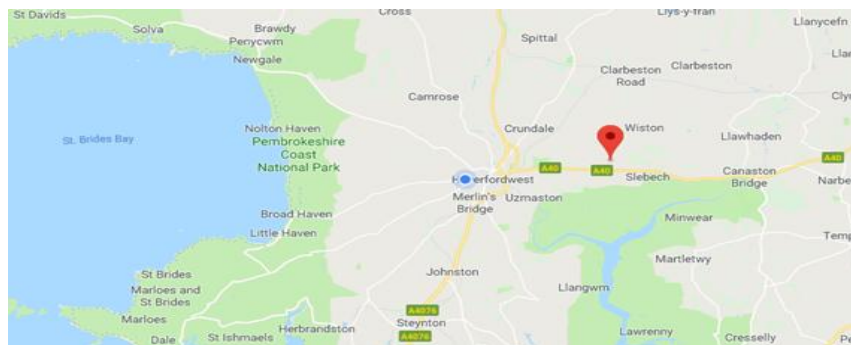
Section 2: Our Homes Location

Carningli Trust Homes; Clayford Farm provides 24/7 constant care and supervision within this specially adapted home which is set in beautiful rural surroundings in a small hamlet near Wiston in Pembrokeshire. The home offers both ground floor accommodation in an adjoining annexe and 1st floor accommodation in the main home that is suitable to a wide range of physical and environmental needs.

Located just 0.5 miles from main A40 road, the home benefits from being set in spacious gardens with adjoining land and beautiful views of the countryside. This affords many opportunities to take part in safe, supported outside activities such as gardening, growing flowers and vegetables. There is an outbuilding/ garage on site also provide opportunities for additional safe space accommodating the laundry facilities. The home also comprises of separate 1 bed self-contained annexe and a bespoke large outdoor fully serviced cabin (heating /light) for the facilitation of meeting, activities and a space for some to enjoy peaceful and relaxing time in our tranquil surrounding.

Clayford Farm uses local facilities within the main town of Haverfordwest, such as the Post Offices, Convenience Stores, Pubs, GP Surgeries and Chemists. Larger facilities, for example Leisure Centre's, Hospitals (Withybus), Large Supermarkets/ shopping areas are all located in Central town of Haverfordwest which is at a distance of approximately 4.5 miles.

Clayford Farm can also benefit from accessing services/ facilities towards Milford Haven. Also, within close proximity are local villages of Narbeth (8miles), Whitland (13.5 miles) and for those wanting beach walks there are also many coastal areas within driving distance, such as Broad Haven, St David's, Newgale or further West into the Pembrokeshire National Park.



Its location offers flexibility and variety to the individual we support, which can be accessed through either the use of the shared vehicle provided by the Carningli Trust, or through an individual's private Motability vehicle.

Clayford Farm are active and make a positive contribution to local places of worship and can accommodate the attendance at any service where required, to meet individual needs/ requests.

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Section 3: Services we provide at our Homes

We believe that our homes should be; -

- ❖ A place where each individual can lead a full and valued life, where all of their identified needs are being met.
- ❖ A place without unnecessary rules and regulations.
- ❖ A place where dignity, peace and comfort take priority.
- ❖ An environment which provides compassion and a high-quality of care.
- ❖ A place where companionship, interest, and activity flourish.

Clayford Farm currently delivers support to 4 permanent female residents with ages range from 27+yrs and currently supports a small number of individuals who require the provision for planned respite placements both within the main Home and annexe accommodation. The home is able to consider further permanent placement opportunities/ referrals.

The Trust is currently considering further options for the re-development of our current footprint for accommodation. We hope to utilise all of our ground floor spaces available for sleeping accommodation so that the home can continue to provide care for our residents who may in later life face a change in mobility and health needs.

The home does not currently have the provision to accept any emergency admissions. Any referral to receive support at the home will only be considered after full needs-based assessment, with clearly defined outcomes and the full involvement of the relevant multi-agency professionals, families and/or advocates.

Consideration of any new referral will also include essential compatibility checks.

Clayford Farm is staffed 24hrs a day, so therefore there is constant care and supervision as part of their commissioned packages of support. Any restrictions on an individual's Liberty and/or Rights (Under Article 5 - Right to Liberty, Human Rights Act 1998) will be documented and referred to the Deprivation of Liberty Safeguards to ensure that we maintain individual's safety and a balance of least restrictive practices at all times.

Diagnosis -Support and Care is currently delivered to support a wide range of Diagnosis E.g. Mild to Severe Learning Disabilities, Communication Disorders, Diabetes, Phenylketonuria (PKU) and Smith Magensis Syndrome.

We are also able to review, monitor and support changes in needs be it through onset of age-related changes to mobility, cognition, dietary etc, or through a progressive deterioration of any pre-existing condition e.g. Dementia, Diabetes.

The Registered Manager for the home will ensure that all change in needs are notified to the relevant Health Professionals/ GP/ Learning Disability Teams to ensure that we work proactively and collaboratively to maintain the safety and wellbeing of the Individuals we support.

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Section 3: Services we provide at our Homes..... cont

Clayford Farm can currently provide accommodation for a range of needs. The homes layout consists of communal rooms across various levels on the ground floor. At present there are no further adaptations required for the use of wheelchairs and individuals living at the home would be required to have stable mobility. The annexe however, can accommodate an individual with a range of identified mobility needs if required.

Wellbeing - The home currently supports individuals to access a number of services to maintain wellbeing, which includes access to a private Podiatrist and hairdresser, costs of which will need to be met by the individual receiving the service.

Where there is a commissioned health need via a diagnosed medical condition to attend any specialist health services (Physiotherapy, Occupational Therapy, Ophthalmic, Dental, Podiatry) the home will make the relevant referrals through the GP/NHS for those services to be provided.

NHS Annual health checks are also supported via our Local GP services and is vital in detecting any early interventions required to maintain wellbeing. Full support will be provided to attend all health/ wellbeing appointments.

Medication prescribed by a G.P and/or other Health professional e.g. psychiatrist will be assessed for any restrictions to its use (e.g. controlled drugs, specialised administration techniques) and the necessary protocols will be implemented prior to its administration. Currently all medication is safely administered through the Caringli Trusts Medication Policy.

At present there is no requirement for any external specialist health care support/ techniques e.g. blood sugar monitoring, rescue medication for epilepsy. However, the home would have the flexibility to adapt its staff skills and seek out the relevant training and /or professional support to be able to accommodate any changes and review its Medication Policy where required.

Positive Behaviour Support - **Clayford Farm** operates a non-restraint policy, and its focus is to train our staff teams to deliver positive behaviour interaction and engagement so as to reduce the risk of escalating situations. This promotes the staff to work with individuals proactively on a day-to-day basis. Support from the local Positive Behaviour Intervention Service (PBIS) can also be referred to for any additional support required.

Diversity - **Clayford Farm** promotes diversity in many ways from religious/ cultural activities and also in choices of lifestyle, hobbies and interests. Our focus will remain on supporting informed choices and minimising any risk associated with the individuals' choice/ preferences made.

Finances/ Costs - All current commissioned support packages for the home are funded through Local Authority, Health Boards or a combination of both. Included within our basic package of support are;-

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Section 3: Services we provide at our Homes..... cont

- ❖ Access to 24/7 supervision and support via our core package of Support*
- ❖ Access to an out of hours On Call system.
- ❖ Cost of basic amenities e.g. Gas/Oil, Electricity, TV licence, Insurance, House and Grounds Maintenance.
- ❖ All standard domestic household appliances.
- ❖ Single occupancy room, furnished to required regulatory standard.

* Any additional 1:1 hours outside the core package of support will need to be commissioned prior to the delivery of the support by the Trust (except for in an emergency).

- ❖ All meals and snack provided in the home (note- specialist diets can be managed and where possible accessed through prescription).
- ❖ Contributions towards an agreed activity schedule/ equipment/ resource.
- ❖ The supporting of Holidays, day trips and support away from the home. (see below for the supplementary costs/contributions that may be required, depending on level of individual commissioned support)

Supplementary Costs/ Contributions to be made by the individual we support**; -

- ❖ Access to the homes shared vehicle can be agreed at a monthly contribution of £15 per week, which cover all running costs and maintenance of the vehicle. Contributions are usually agreed and allocated from individual mobility component of either DLA/PIP's benefit allowance.
- ❖ Podiatry will need to be funded if not identified as a specific health need on their initial assessment. Non health related podiatry is not accessible via NHS services.
- ❖ Costs of haircuts.
- ❖ Costs of prescription glasses
- ❖ Costs of equipment for mobility, communication or managing any Health-related conditions. These can be accessed via LHB funding for supply and servicing needs.
 - The purchase of personal TV Licence for use in your private bedroom, called a (ARC) Concessionary TV Licence which is approximately £7.50 each year.
- ❖ Holiday Costs for (this list is not exhaustive): -
 - Additional hours of support that are over and above the level of support commissioned.
 - Costs of accommodation & Travel (flights, hire vehicles), which may need to include additional costs for staff
 - Food and Activities over the level of funding covered through the commissioned package of support.
 - Insurance costs especially if travelling abroad.
 - Activities - for any additional activity requests that cannot be accommodated within the agreed activity budget/ limit.

**Please note that no Supplementary costs will be allocated to a person we support without the appropriate level of consent and documentation to support its payment e.g. Best Interest Decision, Care Assessment.

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Individual Personal Allowances - Each individual in our support is entitled to a weekly Individual Allowance, which is to purchase essential individual items of choice e.g. toiletries, magazines, newspaper, CD's and contribute to any additional activities of choice. The amount is adjusted annually by the government and the Carningli Trust and Registered Manager will ensure the accessibility and allocation of this allowance is complete in line with our regulatory duties and rights of the individual.

The Registered Manager of the home will manage the day-to-day responsibilities of the allocation of an individual's Individual Allowance. The individual we support will be encouraged to participate in the management of their money where it is assessed for them to do so, or as part of any planned skill acquisition.

Management of Finances - the Carningli Trust can where requested act as:-

- ❖ An appointee for a personal bank account for the receiving of benefits, savings or personal allowances directly from any 3rd party. We currently work with/alongside-Local authority appointees, family appointees and Court of Protection to ensure that all money for the individuals we support can be (where possible*) transferred directly to the Trust for it to be managed safely within our safe audited banking processes.
- ❖ Alternatively, we can take full responsibility for the application and receipt of the benefits through direct appointeeship with the DWP.
- ❖ At present we do not hold any Court Appointed Deputy status for either Property/Finance or Personal welfare. If requested this would be support through an application to the Court of Protection, if assessed as a requirement of the commissioned package of support.

Section 4: How we provide our service

Objective- We aim to maintain a home that is pleasant to live and work in. We hope to achieve an environment of mutual respect, recognition and inclusion through management capability, recognising our impact and respecting the environment. By providing services that are centred on the individual in supporting them to make choices, we help the individual we support to achieve their full potential through well planned support and care delivered by our dedicated, qualified and capable staff. We strive to help our become more independent and maximise their quality of life. And, by observing best practice we aim to secure our future by constantly reviewing and improving our service and progress.

Values - We believe that the individual we support are entitled to be treated as individuals. We encourage independence, individual choice and consultation within the home. We believe in maintaining social choice and providing the individual we support with opportunities to take part in a wide range of activities, interests in both the home and community.

Day to Day Support- **Clayford Farm** delivers its support with a person-centred approach. From the moment an individual wake each day, the home is to create and encourage opportunities for skill maintenance and development.

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“My Plan” ensures that each element of an individual’s development, choices and aspirations are acknowledged, monitored, review and delivered in a consistent manner. The plans consist of 8 sections which follow the requirements set out in the Social Services and Wellbeing Act (Wales) 2014: -

- ❖ My Rights, Choice and Control
- ❖ Being Physically, Mentally and Emotionally Happy
- ❖ Having a Good Home
- ❖ Protecting me from Abuse, Harm and Neglect
- ❖ Positive Relationships with Family & Friends
- ❖ Having Enough Money to Live a Healthy Life
- ❖ Community Life, Learning, Leisure and Work
- ❖ Things that Challenge Me

“My Plan” also incorporates the setting of commissioned outcomes established at each individual regulatory review, alongside the setting of Individual outcomes under each of the above sections. Working alongside with the individual and/ or their support networks (which can include family, advocates, social workers etc) the outcomes will be documented, monitored and reviewed for their progress on a regular basis by the registered managers of the home.

Other supporting documentation required for a successful delivery of care & support and key to an individual’s success is the Risk Management process. Through our clear assessment process involving a multi-disciplinary team, evidencing a clear link between an individual’s level of capacity (under the Mental Health Act) and the choices they wish to make, allowing the Carningli Trust to support Positive Risk taking with the ability to safeguard the individuals we support at the same time.

Its is the aim of the Carningli Trust to provide a home that adapts to the change in needs of any individual, that includes the review of any specialist training, support, adaptations in order to advocate a life long residency. Professional services and support that can also be accessed at the home upon referral are; -

- ❖ Social Workers- Community Team for Learning Disabilities.
- ❖ Positive Behaviour Intervention team (PBIS)
- ❖ LHB Hywel Dda - Occupational Therapists, Physiotherapists, Speech & Language Therapy, Psychology and Psychiatry.
- ❖ Advocacy Services

Due to the range of communication needs within the home, **Clayford Farm** supports and promotes the use of basic Makaton and Symbols as part of its inclusive communication training to ensure that each individual can communicate and understand to the best of their ability.

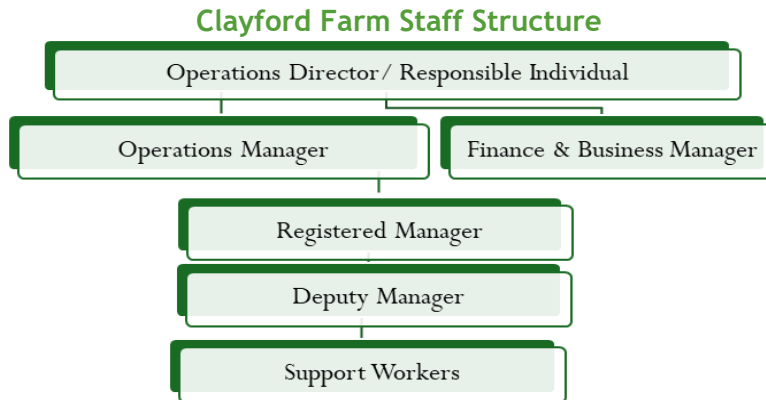
At present there is no requirement to deliver our support bi-lingually, however the Carningli Trust will support any such request by ensuring the “Active Offer” is implemented when the need is identified.

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Section 5: Staffing & Qualifications

At **Clayford Farm** a well-trained, knowledgeable and effective workforce is important to us and important to the safe running of the home.



The Carningli Trust therefore follows strict process for the recruitment of any new staff, to safeguard individuals we support.

All applicants are screened on application for a full employment history, 2 x satisfactory references, Enhanced DBS check, all of which must be in place prior to the commencement of their role. All our staff commencing employment complete a 6-month probationary period.

Clayford Farm offers 24-hour staff supervision and support. All staff undergo an initial in-house training programme that emphasises the importance of residents need for respect, dignity, privacy, autonomy, and on-going support on low arousal techniques, which is the core of the company's philosophy.

Our induction to the home will be supported and scheduled by the Registered Manager and will consist of mentoring and shadowing of the current staff team alongside a formal introduction to the homes documentation, structure, emergency information and daily routines.

From the onset of their probationary period and through their employment all staff will receive regular supervision and support under RISSA2016, via their designated line manager/supervisor. The Registered Manager at **Clayford Farm** provide a level of support directly to the individuals in the home to ensure that their needs are being monitored, mentor staff and promote good practice.

All staff employed in permanent contracts at **Clayford Farm** receive their training through internal resources, E-learning and external providers based on the Core Mandatory Training requirements and additional needs of the individuals we support at the home.

We comply with the All Wales Induction Framework for all new staff entering our employment, after which they advance onto the completion of the required QCF Qualification relevant to their role. The ongoing Core Training and refresher program currently consists of:

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- ❖ Fire Awareness
- ❖ First Aid Awareness
- ❖ Food Hygiene
- ❖ Health & Safety
- ❖ Infection Control
- ❖ COSHH (Control of Substances Harmful to Health)
- ❖ Moving & Handling
- ❖ Mental Capacity Act
- ❖ Deprivation of Liberties
- ❖ Safeguarding of Vulnerable Adults
- ❖ Safe Administration of Medicines
- ❖ Medication Administration/Competency
- ❖ Whistleblowing
- ❖ Diversity & Equality
- ❖ Individual Centred Care
- ❖ Challenging Behaviour
- ❖ Epilepsy Awareness
- ❖ Communicating Effectively
- ❖ Autism and Learning Disabilities
- ❖ Risk Assessment

*Supplementary training that is accessible dependent on individual support needs; - Epilepsy (Buccal/Rectal), Individual Moving/Handling Passport, Positive Behaviour Support, Dementia Care, Mental Health Awareness, Diabetes Awareness, Coeliac Awareness, Moving & Handling Assessment, Nutrition & Diet, Fragile X

Current qualifications of our staff teams relevant are; -

Support Workers

- ❖ QCF/NVQ Level 2 Health & Social Care (Mandatory)
- ❖ QCF/NVQ Level 3 In Health & Social Care (optional CPD)
- ❖ ILM Level 2 Team Leading (optional CPD)

Registered Managers

- ❖ QCF Level 5 in Health & Social Care (or RMA Award/NVQ Level 4)
- ❖ ILM Level 3 Leadership & Management (optional CPD)
- ❖ ILM Level 4 Leadership & Management (optional CPD)

Social Care Wales Registered

- ❖ Registered Manager
- ❖ Support Workers

Staffing levels at **Clayford Farm** are reviewed on a regular basis in line with the assessed needs and the hours of support commissioned by the LA/LHB. The Carningli Trust will ensure that as often as is reasonably possible there will be suitably qualified, competent and experienced staff on duty at all times, to safeguard individual's safety, health and wellbeing.

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During day and night hours of support (365 days a year) **Clayford Farm** provides an agreed level of supervisory/ core support, as agreed with the commissioners of the individual services we provide. We are also commissioned to provide additional levels of support to individuals at a higher level of supervisory support (1:1) which is a result of an increased needs and/or agreed outcome being met for any safety, health or welfare concerns. The increased level of support can be provided both in the home and community settings.

The night time support is delivered at the home via a waking member of staff who monitors the homes safety and security as well the individuals' welfare needs throughout the night.

On Call/Out of Hours support is provided through the network of:-

Level 1 -Sleeping Staff located across 2 of our homes.

Level 2 -Deputy and Registered Managers of our homes Out of hours.

Level 3- The Operations Manager & Operations Director/ Responsible individual for any formal notifications and/or serious incidents.

The Carningli Trust utilises its staff teams effectively for a continuity of service across its 4 homes, to ensure that the individual we support can receive support by individual they know and to feel safe during any temporary changes or circumstance that affect their staff teams.

If the Registered Manager/ Responsible Individual was going to be absent for more than 28 days then the Carningli Trust would continue to inform the appropriate individual (CIW) in writing, as per regulatory requirement.

Section 6: Our facilities and Services

On arrival at **Clayford Farm** you can enter the main home, from the central reception you have access to a small reception/ snug area that leads onto either the large kitchen or the communal Lounge area of the home. The lounge has dual aspects onto the either the large garden with patio and also to the front of the property that has beautiful views over the surrounding land. There is also a ground floor office space for the Registered Manager of the home, which is located at the front of the property, in a key position to monitor safety and activity within the home at all times.

Centrally located is the homes kitchen, it's a well-equipped area which has a seating area to accommodate everyone at mealtimes. This area is fully equipped with food storage and preparation facilities. From the kitchen there is easy access to separate storage facilities in a small utility room along with ground floor toilet facilities (comprising of a WC, and wash handbasin).

All 4 bedrooms, the main bathroom (consisting of Bath w/shower, WC and wash basin) and a Shower room (consisting of a Large Shower, Handbasin & W/C) in the main home are located on the 1st floor. Access to the 1st floor is by stairs only as there are currently no identified mobility needs that require any adaptations. The rooms are of a good size, fully equipped and currently have availability for 2 planned respite users and /or further residents pending the required assessments and referral process.

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Adjacent to the main home Clayford Farm boasts a ground floor level self-contained Annexe. The Annexe has its own front door access and can be supported via the main home if the individual requires background support, or it can be adapted for high level of support if required. The Annexe is on one level with a large open plan lounge/diner, separate large bedroom with an ensuite wet room facility (Consisting of Walk in shower, WC and wash hand basin) which would also suit individuals with identified mobility needs.

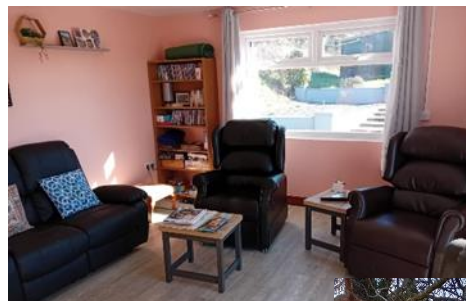
The exterior of the property sits quietly in its rural location surrounded by land and beautiful views. Its location is means that it has little disturbance from traffic and no passing vehicles etc. There is accessibility to a number of outside areas/ Cabin and patios around the property with access to grassed areas. There is also an outbuilding/ garage which is used as practical space for the home's laundry facilities.

All equipment within the home is considered as appropriate for the level of adaptations and suitability for the individuals within the home, so that I can be used safely and independently by the individual we support where possible. There are currently no requirements for any specialist equipment for mobility and facilitating independence around the home.

All of the home electrical or mechanical equipment installed, will be tested annually to ensure it safety or where required follow any additional LOLER regulations. The home is also subject to regular annual Fire and General Risk Assessments and operates a full electrical Fire Safety System within the home.

The home is also fitted with also has access to secured WiFi for any use of IT equipment.

Where any restrictions around the home are required the Registered Manager will ensure that that all risk are minimised and least restrictive measure are in place and agreed through any Best interest decisions and through any relevant DoLS applications



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Section 7 - Governance and Quality Assurance

Both the regulations and standards provide a clear remit for the Carningli Trust to clearly demonstrate a Quality Assurance Process whereby (a) The home to be run in the best interests of the individual who use this service and, for(b) The Carningli Trust Quality Assurance Protocol to help managers and staff attain the quality standards required.

The Regulation and inspection of Social Care (Wales) Act indicates the way in which we as the Carningli Trust regulate our practices. We identify what we have been able to achieve through the submission of our Annual Return to CIW.

In addition to this the Carningli Trust are required to demonstrate how their processes support ongoing quality assurance across its homes, through its internal auditing processes, collections of data, compliments, complaints, CIW inspections, Satisfaction Survey and sharing of good practice. All of this information forms part of an action plans that are used as part of the annual quality assurance cycle.



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To view our current CIW Inspection report please request to view a copy if visiting Clayford Farm, or alternatively you can view the report by visiting; -

<https://careinspectorate.wales/>

The Operations Director /Responsible Individual will conduct visits to **Clayford Farm** under Regulation 73 & 74 (The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017) as a minimum of 3 monthly to ensure that all services and facilities are being provided as stated in this Statement of Purpose. Other visits completed monthly will cover a range of checks, observations, feedback and also review any live actions plans from our annual reviews or CIW inspections, which will also form part of the ongoing review of the care, support and wellbeing of the individual we support and out staff teams.

These visits will contribute to the Carningli Trusts internal monitoring mechanism as well as the Annual Return Report.

Support Networks/Representatives

At **Clayford Farm** the individuals we support are encouraged to maintain relationships with family, friends and/or any representatives. They can be supported to receive and make phone calls, write email and to receive or make regular visits.

All support networks identified will receive an annual questionnaire that will request feedback on key areas of the support we provide e.g. their wellbeing, safety and involvement. Its will also include feedback on the Carningli Trusts management of the home re; communication, raising compliments/ complaints and who to contact.

The information will be compiled and used as part of the annual review of the home.

The all support networks/ representatives are also encouraged to phone or contact the management at the home at any time concerning the welfare of their family member/ or friend.

Complaints

We constantly aim to learn from our experiences (both positive and negative) for the individuals we support.

Giving support to Individuals, staff and others to understand and use our compliments / complaints procedure is vital for our progression. Therefore, we will;-

- ❖ The provision of a Carningli Trust “Guide to your Support” and an Easy Read Policy for “How to Complain” are provided to the individuals we support.
- ❖ The Carningli Trust Staff Handbook, Policies & Procedures, Supervision, Team Meetings will all provide regular support to our employees in understanding their rights to a complaints process.

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Our Aims are;-

- ❖ Respecting the confidentiality of anyone who raises a concern or complaint is paramount and there should be no negative repercussions for anyone who complains.
- ❖ Being fair and treating concerns and complaints seriously.
- ❖ Avoiding discrimination in terms of race, gender, sexual orientation, culture or religion when individual make complaints or express concerns.
- ❖ Being constructive in the way we resolve concerns, complaints.
- ❖ Keeping individual informed about the progress of any complaint they make.
- ❖ Any complaint regarding the management of the home should be sent to the Operations Director/ Responsible Individual or to the Registered Manager for resolution.
- ❖ The time scale for this to be dealt with is 14 days. All written complaints are acknowledged within 24 hours from receipt of complaint. This can be extended to 28 days if extra time is needed.
- ❖ If there is no resolution the Complaint 'Manager' and complainant should present the issue to the board of Trustees.
- ❖ All complaints are recorded, the investigation is recorded and any action taken.

If the Carningli Trust fails to fully satisfy your complaint, then you can raise this with our regulators CIW by;-

Face to face by visiting one of the Care Inspectorate Wales regional offices, or speaking to our inspectors during an inspection

Phone: 0300 7900 126

Email: CIW@wales.gsi.gov.uk

Write to:

CIW

Sarn Mynach

Llandudno Junction

Conwy

LL31 9RZ

You can also contact the Public Services Ombudsman for Wales about a range of issues; -

Tel: 0300 790 0203

Fax: (01656) 641199

<http://www.ombudsman-wales.org.uk/>

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ