



STATEMENT OF PURPOSE

Minstrels



CARNINGLI TRUST

April 1, 2026

Authored by: Responsible Individual/Operations Director

STATEMENT OF PURPOSE

The Minstrels

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:

The Minstrels,
Backe,
Carmarthenshire
SA334EU

Contact:  01994 232985  minstrels@carninglitrust.org

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

Operations Manager: **Mrs Michele Jones**

Registered Manager: **Michelle Laugharne**

Deputy Manager: **Louise Radbourne**

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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 people we support. Currently the Trust has 4 properties each registered to support 5 younger adults with learning difficulties and other associated diagnosis.

The vision of the Trust is to promote the highest standards of personalised 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 people 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 person, 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 people 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 people 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 people we support.

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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.

The Minstrels currently delivers support 5 adults all of whom are Male and aged between 32 and 58 years old. There are currently no vacancies at the home and therefore, does not currently have the provision to accept any emergency admissions. In the event of any referrals to receive support at one of our homes, it 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 would also include a compatibility assessment.

The Minstrels 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 documents and referred to the Deprivation/Protection 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, Autistic Spectrum Disorder, Mild to Severe Communication Disorders, Downs Syndrome, Dementia and Mental Health. The staff team also work with practitioners in supporting Positive Behaviour Practices (PBS), through PBS plans which are implemented to manage risk, triggers, monitor and manage those who may pose challenges to themselves and/or others.

We are 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.

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

The Minstrels can currently provide full ground floor accommodation for those who require this need due to mobility issues. Safe movement around the home is vital and areas around all the ground floor level are fully and easily accessible. The home has ramp access to the front of

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

the home, and wet rooms provide easily accessible facilities for personal care. But at present there are no further adaptations required for the use of wheelchairs within the home.

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 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 - **The Minstrels** 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 - **The Minstrels** 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 personal choice/ preferences made.

Management of Caringli Trust Finances

(The information on costs below is made available in both our Statement of Purpose and A Guide to your Support Documents)

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 and covered by commissioned costs ARE; -

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- ❖ Access to 24/7 supervision and support via our core package of Support*
 - * 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).
- ❖ 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 standard.
- ❖ All meals and snack provided in the home (note- specialist diets will be fully supported and where possible accessed through prescription).
- ❖ Contributions towards an agreed activity schedule/ equipment/ resources.
- ❖ Provision for the supporting of Holidays, day trips and requesting support away from the home. (see below for the supplementary costs/contributions that may be required, depending on level of individual commissioned support)
 - * 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.

Supplementary Costs/ Contributions to be made by the people 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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Personal Allowances - Each individual in our support is entitled to a weekly Personal Allowance, which is to purchase essential personal 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 Personal Allowance. The people 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 directly from the DWP appointee. We currently work with alongside Local authority appointees, family appointees to ensure that all money for the individual we support can be transferred directly to the Trust for it to be managed safely within our safe 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 people 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 people 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 people we support with opportunities to take part in a wide range of activities, interests in both the home and community.

Day to Day Support- **The Minstrels** 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.

It 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 lifelong 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, **The Minstrels** support and promotes the use of basic Makaton and Symbols as part of its inclusive/total 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 **The Minstrels** a well-trained, knowledgeable and effective workforce is important to us and important to the safe running of the home.



The Caringli 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.

The Minstrels offers 24-hour staff supervision and support. All staff undergo an initial in-house training programme that emphasises the importance of resident's need for respect, dignity, privacy, autonomy, and on-going support on low arousal techniques, which is the core of the Trust'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 home's 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 RISCA2016, via their designated line manager/supervisor. Both the Registered Manager and Deputy Manager at **The Minstrels** provide a level of support directly to the individuals in the home to ensure that their needs are being monitored, to mentor staff and to promote & observe good practices.

All staff employed in permanent contracts at Minstrels 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.

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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:

- ❖ 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
- ❖ Person 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, People 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/ Deputy 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
- ❖ Deputy Manager
- ❖ Support Workers

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Staffing levels at **The Minstrels** 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.

During day and nighttime hours of support (7 days a week/365 days a year) **The Minstrels** provides an agreed level of supervisory/ core support at all times, 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 nighttime support is delivered at the home via a waking member of staff who monitors the homes safety and security as well the individuals' 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 people we support can receive support by people 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 people (CIW) in writing, as per regulatory requirement.

Section 6: Our facilities and Services

The Minstrels has large open plan living areas, that flow around the homes ground floor layout.

On entering the home there is access to a large communal living room for receiving guests and/or for private meetings with friends and relatives. Leading on from this is the homes dining area and fully equipped kitchen, food storage and preparation facilities.

There are 3 spacious double bedrooms and a shared accessible wetroom (consisting of a walk-in shower, WC and wash hand basin), situated on the ground floor of the property adjacent to the communal areas of the home via a corridor. There is a small utility room with the home laundry equipment, and a small secure staff office and separate staff/ visitor bathroom on the ground floor consisting of WC and wash hand basin.

On the 1st floor are further 2 spacious double bedrooms and an additional communal bathroom, fitted with bath, separate shower cubicle, WC and wash hand basin facilities.

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On the exterior of the home there is accessibility to a number of outside areas/ patios which also include access to grassed areas and the Outbuildings which provides further practical space for activities. The home also comprises of a bespoke large outdoor fully serviced cabin (heating /light) for the facilitation of meeting, activities and a welcoming space for some to enjoy peaceful and relaxing time in our tranquil surroundings.

There is also the provision of additional office space for the Registered/ Deputy Manager in the grounds 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.

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 people we support where possible. Currently there is no requirements for any further specialist equipment for mobility or to facilitating independence around the home.

All of the homes electrical or fitted mechanical equipment 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 Risk Assessments and General Risk assessment and operates a full electrical Fire Safety System within the home.

The home is also fitted with also has access to secured Wi-Fi 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.

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 people 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 through the Responsible Individuals or Registered Persons completion of an Annual Return to the Care Standards Inspectorate for Wales (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 The Minstrels, or alternatively you can view of report here;-

<https://careinspectorate.wales/our-reports/regulated-services-inspection-reports>

The Operations Director /Responsible Individual conducts visits to **Minstrels** as a requirement of 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 will cover a range of checks, observations, feedback and also review any live actions plans from our annual reviews, CIW or CCAPS inspections, which will also form part of the ongoing review of the care, support and wellbeing of the people we support and out staff teams.

As a requirement of RISCA2016 these visits will form part of the Carningli Trusts internal monitoring of the Delivery of Care and our Annual Return Report.

Support Networks/Representatives

At **The Minstrels** the people we support are encouraged to maintain relationships with family, friends, advocates and/or any other 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. It 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 people 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.

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 people make complaints or express concerns.
- ❖ Being constructive in the way we resolve concerns, complaints.
- ❖ Keeping people 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; -

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