



STATEMENT OF PURPOSE

Heddfan



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:

Heddfan,

Tavernspite, Whitland

Pembrokeshire

SA340NN

Contact:-  01834 831411  heddfan@carninglitrust.org

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

Operation Manager: **Mrs Michele Jones**

Registered Manager: **Saphire Collins**

Deputy Manager: **Jane Price**

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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 individuals we support. Currently the Trust has 4 properties each registered to support 5 younger adults with learning difficulties.

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 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 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 individuals 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; Heddfan provides 24/7 constant care and supervision within this specially adapted home which is set in beautiful rural surroundings in a small hamlet called Tavernspite on the boarder of Pembrokeshire and Carmarthenshire. The home offers ground floor accommodation that is suitable to a wide range of physical and environmental needs.

Located 2.5 miles from main A477 road, in Tavernspite, 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. A wood Cabin on site also provide opportunities for additional safe space for individuals to further develop outdoor activities such as woodworking projects.

Heddfan uses local facilities within Tavernspite, Whitland and Narbeth such as the Post Offices, Convenience Stores, Pubs, GP Surgeries and Chemists. The home sits centrally between two of West Wales main towns of Carmarthen and Haverfordwest

Larger facilities, for example Leisure Centre's, Hospitals (Glangwili), Large Supermarkets/ shopping areas are all located in Central town of Carmarthen which is at a distance of approximately 17.5 miles. **Heddfan** also benefit from accessing services/ facilities in Haverfordwest e.g. Withybush Hospital, Supermarkets, Leisure Centres etc. Also, within close proximity are local villages of Narbeth (5miles), Whitland (3.5 miles) and for those wanting beach walks there are also many coastal areas within driving distance, such as LLansteffan, Laugharne, Pendine or further west to Saundersfoot and Tenby.



Its location offers flexibility and variety to the individuals 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.

Heddfan 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.

Heddfan currently delivers support to a wide range of needs to 5 permanent male residents with ages ranges from 42yrs & over.

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. There are currently no vacancies at the home.

Consideration of any future new placements would include essential compatibility checks.

Heddfan 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 of Liberty Safeguards/ Liberty Protection 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, Mild to Severe Communication Disorders, Downs Syndrome, Cornelia De Lange Syndrome and Dementia

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/ Alzheimer's.

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 to ensure that we work proactively and collaboratively to maintain the safety and wellbeing of the individuals we support.

Heddfan currently provide full ground floor accommodation which accommodates any needs due to mobility issues. Safe movement around the home is vital and areas around all the ground floor level are fully and easily accessible.

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

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 Carningli Trusts Medication Policy.

At present there is no requirement for any specialist health care support/ techniques e.g. blood sugar monitoring. However, the home does administer via specialist training the use of Rescue Medication for Epilepsy. We may also have the flexibility to adapt our staff skills and seek out further relevant training, professional support and review its Medication Policy, to be able to accommodate any potential changing needs for the individuals we support.

Positive Behaviour Support - Heddfan 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 - Heddfan 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.

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;-

- ❖ 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.

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* 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).

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

- ❖ 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.

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 Caringli 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.

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The Registered Manager of the home will manage the day-to-day

responsibilities of the allocation of an individual's Personal Allowance. The individuals 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 individuals 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 the individuals we support to become more autonomous and maximise their quality of life. And, by observing best practice we aim to secure our future by constantly reviewing and improving our support and progress.

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

Day to Day Support- Heddfan 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.

“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

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- ❖ 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, **Heddfan** 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.

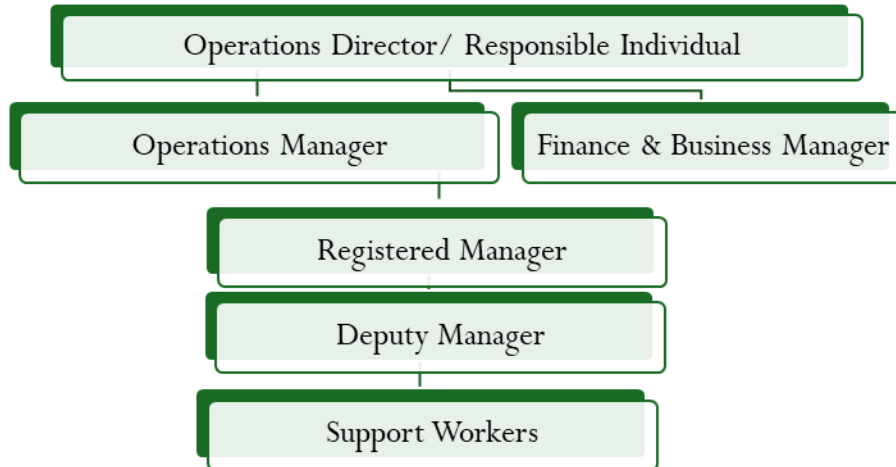
Section 5: Staffing & Qualifications

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

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Heddfan Staff Structure



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.

Heddfan 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 RISCA2016, via their designated line manager/ supervisor. Both the Registered Manager and Deputy Manager at **Heddfan** 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 **Heddfan** 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
- ❖ Person Centred Care
- ❖ Challenging Behaviour
- ❖ Epilepsy Awareness
- ❖ Communicating Effectively
- ❖ Risk Assessment
- ❖ Autism & Learning Disabilities

Supplementary training that is accessible dependent on individual support needs; -
Epilepsy, Individuals 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 are; -

Support Workers

- ❖ QCF/NVQ Level 2 Health & Social Care (Mandatory)
- ❖ QCF/NVQ Level 3 & 4 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 4 Leadership & Management (optional CPD)

Social Care Wales Registered

- ❖ Registered Manager
- ❖ Deputy Managers
- ❖ Support Workers

Staffing levels at **Heddfan** 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

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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 (365 days a year) **Heddfan** 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 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' 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 individuals we support can receive support by individuals 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 individuals (CIW) in writing, as per regulatory requirement.

Section 6: Our facilities and Services

On arrival at **Heddfan** you will find a detached bungalow style property, set in its own garden. Front access includes a ramp to the front door of the property.

On entering the home, you have access to a large central corridor running across the width of the home and there is a centrally located small staff office. 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.

From the central corridor there is a bedroom wing where you will find 5 Large double bedrooms a main accessible bathroom consisting of a Bath/ wetroom, WC and wash hand basin and a separate shower room consisting of walk in shower, WC and wash hand basin.

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.

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At the opposite end of the main bedroom wing there is a large lounge which has dual aspect, patio door access to the front of the home and windows looking out to the rear of the home. This can also be used for receiving guests and/or for private meetings with friends and relatives. The outlook from the lounge is onto pastures at the rear of the property.

The exterior of the property sits quietly in its rural location surrounded by land and beautiful views. Its location means that it has little disturbance from traffic and no passing vehicles etc. There is accessibility to a number of outside areas/ patios around the property, which also include access to grassed areas. There is also a large outbuilding which can consist of a Laundry Room/storage room, Managers Office and a staff on call room. There is also a covered section to the side that can be used as practical space for activities such as woodworking projects.

The home's grounds also have a bespoke large outdoor fully serviced cabin (heating/light) for the facilitation of meetings, activities and a welcoming space for some to enjoy peaceful and relaxing time in our tranquil surroundings.

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

All of the home's electrical or mechanical equipment installed will be tested annually to ensure its 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 and 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 all risks are minimised and the least restrictive measure is 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 individuals 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. The Responsible Individuals or Registered Persons are required to complete and submit 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.



To view our current CIW Inspection report please request to view a copy if visiting Heddfan, or alternatively you can view our recent reports at -

<https://careinspectorate.wales/>

The Operations Director /Responsible Individual will conduct visits to **Heddfan** under Regulation 73 (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 individuals we support and out staff teams.

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

Support Networks/Representatives

At **Heddfan** 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 processes.

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 individuals make complaints or express concerns.

- ❖ Being constructive in the way we resolve concerns, complaints.
- ❖ Keeping individuals 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

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Pencoed

CF35 5LJ