List of core questions to be contained within the Annual Return

Areas relating to your registration will be pre-populated with the information held by CIW on the service provider's registration.

Service provider level

Service provider registration details
Name of Service Provider *(pre-populated)*
Date of registration *(pre-populated)*
Registered Company Number
Registered Address *(pre-populated)*
Telephone number *(pre-populated)*
E-mail address *(pre-populated)*
Receive correspondence and legal notices to this e-mail address *(pre-populated)*
Preferred language of communication for telephone calls *(pre-populated)*
Preferred language of written communication (including e-mails and letters) *(pre-populated)*
Website (if applicable) *(pre-populated)*
List of Organisational Officers (where applicable) (pre-populated)
Conditions imposed upon the registration *(pre-populated)*
Types of regulated service registered to the provider *(pre-populated)*
Describe the arrangements in place during the last financial year for identifying, planning and meeting training needs of staff employed by the service provider.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.

Service Level

Service registration details
Name of Service *(pre-populated)*
Date of Approval *(pre-populated)*
Address of service *(pre-populated)*
Telephone number *(pre-populated)*
Name of the Responsible Individual *(pre-populated)*
Manager of service *(pre-populated)*
What is the preferred language of inspection? *(pre-populated)*
What is your preferred language for your published inspection report? *(pre-populated)*
Do you provider the Welsh Language 'Active Offer'? *(Pre-populated)*
Are you working towards providing the Welsh Language 'Active Offer'? *(pre-populated)*
Is the Statement of Purpose up to date?
How many persons are you registered to care for? (care home services) *(pre-populated)*
The range of needs the service is intended to provide for (care home services) *(Pre-populated)* Service provides for ages 0-25 • Care home for adults – with nursing • Care home for adults – with personal care • Care home for children – with nursing • Care home for children – without nursing • Provision of learning disability • Provision of mental health Service providers of ages 18 years and over • Care home for adults – with nursing • Care home for adults – with personal care • Provision of learning disability • Provision of mental health
The age range the service is intended to provide for (domiciliary support services) *(Pre-populated)* • *Ages 0-25*

- *Ages 18 years and over*

The range of provision the service is intended to provide for (domiciliary support services) *(pre-populated)*

- *Supported living*
- *Extra care housing*
- *Palliative care*
- *Learning disabilities*

Staffing for all services

Total number of Full Time Equivalent (FTE) posts (as at 31 March)

Numbers of staff (by staff type as set out in the Regulations).

- No. of staff in post (as at 31 March)
- No. of posts vacant (as at 31 March)
- No. of joiners (during the last financial year)
- No. of leavers (during the last financial year)

The rate of staff turnover (as at 31 March)

The number of staff (employed by the service provider) who have undertaken relevant training in relation to the categories below (by staff type as set out in the Regulations).

- Induction training
- Health & Safety training
- Equality, Diversity & Human Rights training
- Manual Handling training
- Safeguarding training
- Medication training
- Dementia training (not applicable to children's services)
- Positive Behaviour Management
- Food Hygiene training

Type of contractual arrangements in operation for employed staff as at 31 March (by staff type as set out in the Regulations).

- Permanent contract
- Fixed-term contract
- Volunteer
- Agency / Bank
- Non-guaranteed hours contract (zero hours)
- Full-time (35 hours or more)
- Part-time (17-34 hours)
- Part-time (16 hours or under)

Qualifications of staff employed as at 31 March (by staff type as set out in the Regulations). • Has required qualification to be registered with SCW (where relevant) • Is working toward required/recommended qualification to be registered with SCW (where relevant)
Service provision for care home services, secure accommodation services and residential family centre services
How many people did the service provider care and support to during the past financial year.
How many people were resident at the service on 31 March?
The weekly fee range payable during the last financial year?
Provision of accommodation for care home services, secure accommodation services and residential family centre services
Set out the typical shift patterns of staff employed at the service and the average number of staff on duty during each shift for the following staff groups: • Nursing care staff • Registered nurses • Senior social care workers providing direct care • Other social care workers providing direct care
How many bedrooms are there in the building?
How many bedrooms are single rooms?
How many of these bedrooms are shared rooms?
How many of these bedrooms have en-suite facilities?
How many bathrooms have assisted bathing facilities?
How many communal lounges at the service?
How many dining rooms at the service?
Provide details of any outside space which the residents have access
Provide details of any other facilities to which the residents have access
Service provision for domiciliary support services

How many people did the service provider care and support to during the past financial year?
How many people were being provided care and support by the service as at 31 March?
How many hours of care and support was provided in the last week of the financial year?
The hourly rate range payable during the last financial year?
Service provision for fostering services, adoption services, adult placement services and advocacy services
How many people did the service provider care and support to during the past financial year?
How many people were being provided care and support by the service as at 31 March?
The hourly rate range payable during the last financial year?
Service provision for all services – language(s)
What is the main language(s) through which your service is provided?
Other languages used in the provision of service
Identify any non-verbal communication methods used in the provision of the service • Picture Exchange Communication System (PECS) • Treatment and Education of Autistic and Communication related handicapped CHildren (TEACCH) • Makaton • British Sign Language (BSL) • Other
Service provision for all services - complaints
What was the total number of formal complaints during the last financial year? • No. of complaints upheld • No. of complaints partially upheld • No. of complaints not upheld • No. of active complaints outstanding
What arrangements were made for consulting service users about the operation of the service during the last financial year?
Statement of Compliance

Set out your statement of compliance with the requirements as to the standards of care and support under the following four well-being areas:

1. People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.
2. People are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.
3. People feel safe and protected from abuse and neglect
4. People live in accommodation that best supports their wellbeing and achievement of their personal outcomes. *Accommodation-based services only*

Additional Information (care home services, secure accommodation services, residential family centre services)

Service Provision

Number of people assessed as requiring 24hr nursing care during the past financial year

Provision of Accommodation

How many single bedrooms are vacant?

How many shared bedrooms are vacant?

How many bedrooms are currently being used by more than one person?

Food Hygiene

Do you provide food to people at your service?

Do you have a food safety management system / recording system in place?

Are you registered as a food business with your local authority?

Have you been inspected by the local authority during the past financial year?

Has your business received a food hygiene rating by the Food Standards Agency (FSA)?

What FSA rating has been obtained by the service?

Deprivation of Liberty Safeguards (DoLS)

The number of people subject to Deprivation of Liberty Safeguards (DoLS) as at 31st March, where the authorisation has been granted?