

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Abicare Services Limited	
The provider was registered on:	06/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Abicare Services Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/10/2021
	Responsible Individual(s)	Tracey Jenkins
	Manager(s)	David Nisbet
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Abicare Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/06/2019
	Responsible Individual(s)	Tracey Jenkins
	Manager(s)	David Nisbet
	Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service	

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Prior to starting work, all staff complete a 5 day classroom based Social Care Wales Induction which includes all mandatory subjects. Abicare has an In-House training team that identifies training needs and a system that records all training dates. Using a Red, Amber, Green status for updates the team plans and books training in advance to ensure full compliance of all staff. Trainers also conduct community based spot checks to identify any extra training needs staff might require.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Employed full time Recruiter/Carer Liaison Coordinator who attends local events and job centres. Increased presence on Social Media. Increased pay rates to real living wage. Increased mileage payments. Introduced Care Friends App. Attained a Sponsorship Licence and sponsored two carers. Applied and received £7,000 for carers as part of the Driving Lesson and Test Scheme. Welcome Bonuses, Employee of the Month Award. Anniversary award for length of service.

Service Details

Name of Service	Abicare Services Limited
Telephone Number	01495763069
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Wesh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	99
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.54
The maximum hourly rate payable during the last financial year?	39.10

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In July / August 2022 Abicare conducted an Annual Quality Assurance Survey , it was identified that 95% of clients thought Abicare rated Good, Very Good or Excellent when asked "My Care Team work collaboratively with me and involve me in the decisions about My Care". Abicare also conducted monthly telephone audits with clients / family / NOK and a minimum of 4 service reviews and quality assurance visits with the client / NOK / Family during this 12 month period.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHILDren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Client specific body language including hand signals, eye blinking and facial expressions.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Abicare we know people feel their voices are heard from their first point of contact with us and throughout their care journey.</p> <p>Care assessment and reviews Prior to the start of any service, Abicare meet with the client and/or their family / representatives and discuss with them their individual needs and requirements, either as identified from the Local Authority Care Plan or through discussion with the client and/or family /NOK / Advocate . Preferred outcomes will be discussed and what outcomes the client would realistically like to achieve will be identified. This initial assessment enables Abicare to create a service delivery plan of care that is bespoke, individual and personal. During this assessment Abicare will also conduct and discuss detailed risk assessments, managing risks in a way that promotes customer choices as far as possible so long as others are not adversely put at risk by those decisions or actions</p> <p>The content of the Service Delivery plan and Risk Assessments are reviewed daily with the Client and /or family / representatives and whenever there is a change of need or risk this can be facilitated immediately. Outcomes can be monitored and added daily / weekly / monthly to encourage the service user to remain invested in their care plan.</p> <p>The Quality Assurance Survey In July 2021 we identified that 83% of Clients that returned the Survey thought Abicare rated Good, Very Good or Excellent when asked "My Care Team work collaboratively with me and involve me in the decisions about My Care". In August 2022 the same question was asked and it was identified that 95% of clients thought Abicare rated Good, Very Good or Excellent when asked "My Care Team work collaboratively with me and involve me in the decisions about My Care".</p> <p>This shows that the introduction of the New Call Monitoring and Real Time Care Plan Records System has improved the collaborative nature of the care planning and review process. Clients do feel much more involved and understand the individualism of the care plan.</p> <p>The system has also given us real time oversight of communication logs and Medications Administration logs and with the added feature for refusals and missed medication we can action / audit / prevent far more concerns</p>
<p>The extent to which 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.</p>	<p>As part of Abicare's Service Delivery Plan we ask the client about desired outcomes. Remaining at home is a priority outcome but usually it is only with Continuity of care and getting to know a client that we can truly identify what other outcomes there are that they would like to achieve.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of Abicare's Client induction we inform clients of the carers training around safeguarding and the carers responsibility to report anything they think could be a form of abuse. Abicare also inform the client of their rights to complain and / or report anything that they think is not right. The office number and on call number is printed in large letters on the front of the Abicare's Client Information Pack which every client receives as part of the induction process. Care staff feel confident in reporting concerns whether through a safeguarding referral or through the whistleblowing policy. Protection from abuse and neglect is one of the main priorities of Abicare Staff.</p> <p>Abicare asked clients in the annual quality survey if "my care team treat me with kindness and respect". 100% rated Abicare excellent, very good or good.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 80

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Manual Handling 1

Safeguarding 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Conducting Investigations and Disciplinarys.  
Medication Training - Level 4  
GDPR  
A Day in the life of Henry - A Dementia Experience  
Autism Awareness  
Basic Life Support  
Health and Wellbeing In Dementia Care  
End of Life Dementia Care  
Domestic Abuse Awareness

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conducting Investigations and Disciplinarys. Medication Training - Level 4 Awareness of Mental Health, Dementia and Learning Disability Basic Life Support First Aid Information Governance
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information Governance Investigations and Disciplinary First Aid
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Basic Life Support Food Hygiene Information Governance Medication Theory and Practical Care Plan and Risk Assessment Spot Checks and Supervisions
<b>Contractual Arrangements</b>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	68
No. of posts vacant	10
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	107
Health & Safety	107
Equality, Diversity & Human Rights	107
Manual Handling	107
Safeguarding	107
Dementia	107
Positive Behaviour Management	107
Food Hygiene	107
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Basic Life Support Food Hygiene Information Governance Medication Theory and Practical
<b>Contractual Arrangements</b>	
No. of permanent staff	97
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	76
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	6
<b>Staff Qualifications</b>	



No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	60
No. of staff working towards the required/recommended qualification	8
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Rota Manager - Coordinates the day to day visits for all clients and carers. Administrator - Answers phone, filing, payroll Recruiter / Carer Liaison - Attends Job fairs / posts vacancies / interviews / compliance / health and wellbeing of staff
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information Governance Data Protection Records Management ATS Careplanner Health and Safety Fire Safety
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0

No. of staff working toward required/recommended qualification	0
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### Service Profile

#### Service Details

Name of Service	Abicare Services Ltd
Telephone Number	01495763069
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

### Service Provision

#### People Supported

How many people in total did the service provide care and support to during the last financial year?	99
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	19.54
The maximum hourly rate payable during the last financial year?	39.10

#### Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In July / August 2022 Abicare conducted an Annual Quality Assurance Survey, it was identified that 95% of clients thought Abicare rated Good, Very Good or Excellent when asked "My Care Team work collaboratively with me and involve me in the decisions about My Care".</p> <p>Abicare also conducted monthly telephone audits with clients / family / NOK and a minimum of 4 service reviews and quality assurance visits with the client / NOK / Family during this 12 month period.</p>

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No

Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Client specific body language including hand signals, eye blinking and facial expressions.

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

At Abicare we know people feel their voices are heard from their first point of contact with us and throughout their care journey. To facilitate this, we have, over the last 12 months introduced A new call monitoring and real time care plan system to enhance the following processes –

Care assessment and reviews

Prior to the start of any service, Abicare meet with the client and/or their family / representatives and discuss with them their needs and requirements as identified from the Local Authority Care Plan. Abicare will introduce our care planning system – Birdie, which is fluid and flexible to the individuals needs. Preferred outcomes will be discussed and what outcomes the client would realistically like to achieve will be identified. This initial assessment enables Abicare to create a service delivery plan of care that is bespoke, individual and personal. During this assessment Abicare will also conduct and discuss detailed risk assessments, managing risks in a way that promotes customer choices as far as possible so long as others are not adversely put at risk by those decisions or actions

The content of the Service Delivery plan and Risk Assessments are reviewed daily with the Client and /or family / representatives and whenever there is a change of need or risk this can be facilitated immediately. Outcomes can be monitored and added daily / weekly / monthly to encourage the service user to remain invested in their care plan.

The Quality Assurance Survey

In July 2021 we identified that 83% of Clients that returned the Survey thought Abicare rated Good, Very Good or Excellent when asked “My Care Team work collaboratively with me and involve me in the decisions about My Care”. In August 2022 the same question was asked and it was identified that 95% of clients thought Abicare rated Good, Very Good or Excellent when asked “My Care Team work collaboratively with me and involve me in the decisions about My Care”.

This shows that the introduction of has improved the collaborative nature of the care planning and review process. Clients do feel much more involved and understand the individualism of the care plan.

Birdie has also given us real time oversight of communication logs and Medications Administration logs and with the added feature for refusals and missed medication we can action / audit / prevent far more concerns and issues as they actually happen reducing the risks of serious harm / complaints or safeguarding's.

The extent to which 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.

As part of Abicare's Service Delivery Plan we ask the client about desired outcomes. Remaining at home is a priority outcome but usually it is only with Continuity of care and getting to know a client that we can truly identify what other outcomes there are that they would like to achieve.

The extent to which people feel safe and protected from abuse and neglect.

Included in Carer Induction is Safeguarding. The aims and objectives of the training are -

- Understand what is safeguarding
- Factors that contribute to to harm abuse or neglect
- Reporting and recording in regard to safeguarding
- To reflect on safeguarding.
- Policy and procedures around safeguarding

As part of Abicare's Client induction we inform clients of the carers training around safeguarding and the carers responsibility to report anything they think could be a form of abuse. Abicare also inform the client of their rights to complain and / or report anything that they think is not right. The office number and on call number is printed in large letters on the front of the Abicare's Client Information Pack which every client receives as part of the induction process. Care staff feel confident in reporting concerns whether through a safeguarding referral or through the whistleblowing policy. Protection from abuse and neglect is one of the main priorities of Abicare Staff.

Abicare asked clients in the annual quality survey if "my care team treat me with kindness and respect". 100% rated Abicare excellent, very good or good.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	80
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1

Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conducting Investigations and Disciplinarys. Medication Training - Level 4 GDPR A Day in the life of Henry - A Dementia Experience Autism Awareness Basic Life Support Health and Wellbeing In Dementia Care End of Life Dementia Care Domestic Abuse Awareness
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1

Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conducting Investigations and Disciplinarys. Medication Training - Level 4 Awareness of Mental Health, Dementia and Learning Disability Basic Life Support First Aid Information Governance
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1

Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information Governance Investigations and Disciplinaries First Aid
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Basic Life Support Food Hygiene Information Governance Medication Theory and Practical Care Plan and Risk Assessment Spot Checks and Supervisions
<b>Contractual Arrangements</b>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	68
No. of posts vacant	10
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	107
Health & Safety	107
Equality, Diversity & Human Rights	107
Manual Handling	107
Safeguarding	107
Dementia	107
Positive Behaviour Management	107
Food Hygiene	107



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Basic Life Support Food Hygiene Information Governance Medication Theory and Practical
<b>Contractual Arrangements</b>	
No. of permanent staff	97
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	76
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	6
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	60
No. of staff working towards the required/recommended qualification	8
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Rota Manager - Coordinates the day to day visits f or all clients and carers. Administrator - Answers phone, filing, payroll Recruiter / Carer Liaison - Attends Job fairs / posts vacancies / interviews / compliance / health and wel lbeing of staff
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information Governance Data Protection Records Management ATS Careplanner Health and Safety Fire Safety
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0