

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:	Accomplish Group Specialist Care Limited	
The provider was registered on:	20/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Manor Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/08/2018
	Responsible Individual(s)	Shane Pocock
	Manager(s)	Danielle Hawker
	Maximum number of places	7
	Service Conditions	There are no conditions associated to this service
	Woodside & Elms	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/08/2018
	Responsible Individual(s)	Shane Pocock
	Manager(s)	Zoe Grainger
	Maximum number of places	8
	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	<ul style="list-style-type: none"> - The organisation has a mandatory training platform which all staff are required to completed (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid eLearning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develops a service specific training needs assessment for additional courses required
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> - The recruitment of staff is completed at service level but oversight and governance is in place centrally. The service will complete interviews and gather the required information to ensure SCW and fitness of staff. This is then signed off by the responsible individual and the recruitment & Compliance team. - Turnover is monitored monthly by the Responsible Individual and central team, and the service complete a semi-annual review of quality which reviews leavers information.

Service Profile

Service Details

Name of Service	Manor Lodge
Telephone Number	01633262888
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The service encourages Welsh language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	2125
The maximum weekly fee payable during the last financial year?	2990

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to them, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.</p> <p>Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.</p> <p>Semi annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.</p> <p>All people living at the service are made aware of the organisation's process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.</p>

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The rear of the garden has a ramp and a lift which is wheel chair accessible, this opens up on to a green area for people to take part in recreational activities. The service has a large driveway
Provide details of any other facilities to which the residents have access	Office space and meeting space available within the service

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	No

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>Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.</p> <p>In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.</p> <p>All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do staff listen to your views and respect your rights? Please explain 2/7 answered yes. 5/7 did not wish to partake</p> <p>Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little) 2/7 answered yes. 5/7 did not wish to partake</p> <p>Are you able to further your skills, education and employment if you want to? 1/7 answered yes but couldn't elaborate on this. 1/7 said don't know. 5/7 did not wish to partake</p>
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<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>Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptations are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.</p> <p>We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.</p> <p>Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes.</p> <p>Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel you have a good quality of life? Please explain 2/7 answered yes. 5/7 did not wish to partake</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel safe in your home, if not why not? 2/7 answered yes 5/7 did not wish to partake</p> <p>Do staff treat you with compassion, kindness, dignity & respect? Please explain 2/7 answered yes. 5/7 did not wish to partake</p> <p>Are the Staff and management approachable, friendly and open? Please explain 2/7 answered yes. 5/7 did not wish to partake</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the person's key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the person's wishes.

Our most recent semi-annual survey responses are listed below;

Is your home homely, clean, hygienic and well maintained? Please explain.

2/7 answered yes

5/7 did not wish to partake

Positive stories/achievements from people we support.

- A person we support is now able to have home visits every week, which previously was restricted through the court of protection.

- A person we support is now engaging in visiting his brother at his own home, when previously there was no contact due to them not knowing where he was.

Do you feel that you receive a high quality service?

2/7 answered yes

5/7 did not wish to partake

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)	19
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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
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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
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No. of posts vacant	0
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support

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

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>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.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	2
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 social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	
Filled and vacant posts	
No. of staff in post	16
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	4
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	0
Positive Behaviour Management	16
Food Hygiene	16

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support
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Contractual Arrangements

No. of permanent staff	16
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.
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No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff
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Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Predominantly long days and nights Days 08:00 - 20:30 Nights 20:30 - 08:00 Some floatation to shifts to ensure peoples needs are met
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Woodside & Elms
Telephone Number	01633858642
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 – The service makes every attempt to promote the Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum weekly fee payable during the last financial year?	1621
The maximum weekly fee payable during the last financial year?	2820

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to them, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.</p> <p>Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.</p> <p>Semi-annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.</p> <p>All people living at the service are made aware of the organisation's process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.</p>

Service Environment

How many bedrooms at the service are single rooms?	8
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service has a very large garden space which is secure. Outdoor seating is available in different locations.
Provide details of any other facilities to which the residents have access	The service have access to two vehicles, one of which is wheelchair accessible, should it be required

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.</p> <p>In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.</p> <p>All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do staff listen to your views and respect your rights? Please explain Yes – no explanation</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>Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptations are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.</p> <p>We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.</p> <p>Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes.</p> <p>Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel you have a good quality of life? Please explain Yes – no explanation</p> <p>Are you receiving “just enough support” (e.g. the amount of support is right for you and staff are not doing too much for you or too little) Yes</p> <p>Are you able to further your skills, education and employment if you want to? Yes</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone’s business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel safe in your home, if not why not? Yes</p> <p>Do staff treat you with compassion, kindness, dignity & respect? Please explain Yes – no explanation</p> <p>Are the Staff and management approachable, friendly and open? Please explain Yes – no explanation</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the person's key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the person's wishes.

Our most recent semi-annual survey responses are listed below;

Is your home homely, clean, hygienic and well maintained? Please explain
Yes

One person has responded well to support required to treat medical needs, despite frequent reluctance to engage.

One person new to the service has settled in well and has built good relationships with the staff and others at the service

One person has been accessing the community for trips more often, which previously they were anxious of taking part/

One person enjoyed a holiday with another person living at the service, in Oct 22 for 4 nights

One person has been planning their weekly diet successfully and has been enjoying the variety and healthier options

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)	32
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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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support

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
<p>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.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Acquired Brain Injury Active Support Autism Awareness Dysphagia Emergency First Aid at Work (EFAW) Epilepsy Fire Evacuation Gas Goal Training Intro to Autism Intro to Medication Intro to Mental Health Learning Disabilities eLearning Medication Administration Medication Refresher Mental Health eLearning Moving and Assisting PBM/PBS Theory PBM Practical PBS/PBM Awareness Personality Disorder Personality Disorder eLearning Accomplish Positive Culture Self-Harm Substance Misuse Understanding the Perspective of the People We Support</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	2
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	2
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
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)	2
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 social care worker	2
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	24
No. of posts vacant	3
<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	12
Health & Safety	24
Equality, Diversity & Human Rights	24
Infection, prevention & control	24
Manual Handling	24
Safeguarding	24
Medicine management	24
Dementia	24
Positive Behaviour Management	24
Food Hygiene	24

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Please see some useful information below relating to each service. Red House Manager: Tino https://accomplish-group.co.uk/the-red-house/ Chepstow House Deputy Manager: Victoria https://accomplish-group.co.uk/chepstow-house/ The job descriptions at these services will be the same as Holly Houses, as they are also an entity of the Keys Group.
Contractual Arrangements	
No. of permanent staff	24
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	4
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)	16
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	4
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The service predominantly works off long days and nights 08:00 - 20:30 20:00 - 08:30 Some shifts are flexible to meet the needs of the service and the people living there.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No