

# 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:	Bevan & Clarke LLP	
The provider was registered on:	12/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Alma Lodge Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	12/07/2018
	Responsible Individual(s)	Brinley Bevan
	Manager(s)	IAN BROWN, Nigel Clark
	Maximum number of places	21
	Service Conditions	There are no conditions associated to this service
	Baglan Lodge Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	12/07/2018
	Responsible Individual(s)	Brinley Bevan
	Manager(s)	Ruth Clark
Maximum number of places	30	
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	2 Managers have also undertaken an EAT training course (train the trainer) where she is now able to provide training in house for safeguarding group B, and in due course will now be able to add to this with many other subjects over the coming year. The provider has worked alongside the local authority in identifying the training needs of the staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Over the last year has worked hard to continue to maintain their staffing levels within the service. As most service providers undoubtedly found during the pandemic it was very difficult to retain staff, due to fear and undoubtedly lack of government support. We have increased our wages to the minimum living wage to help recruit and retain the staff in all departments of the service. All current staff have completed the legal requirement and it is now part of the T&Cs of employment

## Service Profile

### Service Details

Name of Service	Alma Lodge Care Home
Telephone Number	07930348688
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	English is the sole language provided

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	23
--	----

##### Fees Charged

The minimum weekly fee payable during the last financial year?	702
The maximum weekly fee payable during the last financial year?	726

##### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The consultation at Alma Lodge is on different levels and styles to meet the needs of the individual. Self-Funding Service Users receive a specific contract on the finance of the home. A Welcome pack is available to all residents to state and encourage consultation on what to expect when coming to a small private care establishment. Families and friends are asked to visit the home before pre-assessments can be made on a service user. Potential Service Users are offered leaflets and the website address.</p> <p>We feel we have achieved high success levels given residents and their advocates voices in what they want from our service with family questionnaires and family meetings. We find these very informative, and they help us to improve the service to catering to individual needs and wishes.</p> <p>Alma Lodge is a small friendly home with a welcoming attitude to discuss and develop the needs of the individual. Opportunities are discussed, monitored and reviewed to improve the service</p>

##### Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Alma Lodge has limited external space but the small patio which is accessible via 3 doors on a slow low ramp. Alma Lodge is located in the industrial residential area of Port Talbot. Terrace housing covers the vast majority of the housing within a half mile radius of the home. The home was originally built in 1879 as a community centre for the village instead of the Somerset Arms 300 meters away. In the 30's it was changed to a Picture House which ran until the 70's. The Picturedome is mentioned in the autobiography of Richard Burton. He only came here on a Saturday morning to see the movies. The main steel works for Port Talbot and South Wales can be seen from the first door rear bedrooms. We have an open car parking area, in front of the building designed to hold 8 cars and also limited car parking to the rear of the property. The care home is situated on Alma Terrace. The name of the home was changed from Taibach Nursing Home to Alma Lodge Care Home.
Provide details of any other facilities to which the residents have access	At Alma lodge Care home there are many facilities that the resident such as hair dressing which allows for interaction and some socialising which is also used by an outside hairdresser. We have tried to create an atmosphere with Magazines and additional mirrors. We also have a big screen projection room which was used to play homage to the fact that the home used to be a cinema. The "Picturedome" is in the memoir of many of the residents in their former life before coming a care home. The 120' inch screen can be used for large scale events such including the Queen's Jubilee in June. We also promote sporting events such as the Six nations, Wimbledon and even the snooker, we also have movie nights and a casual pyjama day where staff and resident stay in their pyjamas which is usually held on a Saturday or Sunday and they play games and do activities. Residents activities include large snakes & ladders inflatable darts + entertainers individual magnetic boards.

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.

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.

Alma Lodge sets out to involve its service users in their care and support in line with the requirements of the Regulated Services

The service fully endorses the principles of maintaining service users' dignity, privacy and independence by always treating them with consideration and respect and enabling them to make a and take part in all decisions regarding their care and treatment. The service does this by providing users with the information they need to take their own decisions and to inform staff what they need to do to provide fully person-centred programmes of care and treatment.

Service users are always involved in decisions about their own care and treatment equally and inclusively, irrespective of their age, gender, sexual orientation, religious persuasion, racial origin, culture, language and disabilities. Care staff are expected and trained to make sure that they always treat the people who they are supporting with consideration, respect and involvement. They do this, for example, by carefully listening to service users and their representatives and by paying attention to their views and experiences.

#### Implementation

The service should ensure that its service users and people acting on their behalf:

- a. understand the care, treatment and support choices available to them
- b. express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support
- c. have their privacy, dignity and independence respected
- d. have their views and experiences taken into account in the way the service is provided and delivered.

To do this, the service:

- a. recognises the diversity, values and human rights of service users
- b. upholds and maintains service users' privacy, dignity and independence
- c. puts service users at the centre of their care, treatment and support
- d. enables service users to make their own decisions where able to, and to follow "best interests" procedures when they lack the capacity to do so
- e. provides information that supports service users, and people acting on their behalf, to make decisions about their care, treatment and support, and to understand what is being provided
- f. encourages and enables service users to contribute to how the service is run and could develop.

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.

Alma Lodge looks can promote the mental wellbeing of the people using the service and acts when it recognises that their mental health is suffering. It is written to reflect the concerns that people with mental health issues:

- often find it difficult to discuss how they are really feeling, when mentally unwell
- worry about being stigmatised if they admit to having a problem with their mental health
- find it difficult to obtain the care and support they need for their mental ill health.

By assessing a person's mental wellbeing with their full participation the care provider can then include in its care and support plans strategies to help them think more positively about themselves, think more clearly, become more independent and more in control of their lives.

By assessing a person's mental wellbeing with their full participation the care provider can then include in its care and support plans strategies to help them think more positively about themselves, think more clearly, become more independent and more in control of their lives.

- Give special attention through the offering of appropriate support and risk assessments when people have recently suffered significant life changes which are likely to have adverse effects on their mental health and wellbeing such as:

- admission to a care home or hospital
- separation
- loss and bereavement
- personal and family stress
- inactivity through illness, including the effects of the Covid-19 pandemic
- loss of employment and of valued activities and interests
- financial difficulties and worries.

- Ensure that staff can recognise, record and report the symptoms and signs of mental health conditions and changes in mental wellbeing so that suitable help and support can be sought and obtained, for example, from medical practitioners and local mental health services.

- Have access to trained professionals to assess mental health needs, and where necessary to diagnose any mental illness or disorders, which might require statutory intervention.

- Ensure that people using the service, who might be vulnerable to experiencing inequality of care and treatment, always have access to the full range of healthcare services when they need them, including mental health services.

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

Alma Lodge recognises that service users who lack mental capacity are particularly vulnerable to abuse/harm and exploitation. It is accordingly mindful of the need to follow the principles and practice guidance. These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity, eg by seeking the services of independent advocates.

#### Safeguarding Framework

The care service is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs.

The central aim of this safeguarding statement is to set out for all relevant parties the:

- principles and values underlying this care service's approach to the safeguarding of its service users
- ways in which the service does this
- steps taken to avoid abuse/harm taking place
- actions taken to deal with abuse/harm if it occurs.

This service is committed to safeguarding its service users from all forms of abuse/harm.

The provider accepts that abuse/harm can be committed by a range of possible people. It therefore accepts its responsibility to protect its service users from possible abuse/harm from all sources. These include the agency's employees, family members and others, including peers, if the employees find or suspect they are harming a person at risk.

#### Recruitment Practices

The care service takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard and co-operates in all initiatives regarding the sharing of information on care workers who are found to be unsuitable to work with people at risk.

The service is committed to taking all possible steps to prevent abuse/harm from occurring including:

- setting out and making widely known the procedures for responding to suspicions or evidence of abuse/harm
- operating personnel policies which ensure that all potential staff working in regulated activity are rigorously checked, by the taking up of references and clearance through DBS checks
- always being vigilant concerning the possibility of abuse/harm of service users from whatever source
- encouraging among staff, service users and all other stakeholders a climate of openness and awareness.

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

“Customer feedback” is central to any quality assurance approach. “Customers” of care services include the people who use services, relatives, service commissioners and care managers, all of whom might be directly involved in contracting the services. Feedback from “stakeholders” or “partners” as people and organisations concerned with people who use services’ care and welfare is also important.

Alma must obtain the opinions of people who use the services and all other significant people on service quality, as integral to their quality assurance process. They can get these views informally in their daily work and more formally through, for example, regular meetings, focus groups and quality circles.

To produce sound evidence of its achievements, managers have systems for continuously monitoring, auditing and evaluating the performance of their care service. They should develop information to include in their annual PIR and formally and routinely review their practice against all five key questions.

They can then delegate much of the actual work involved to staff and people who use services wherever possible.

All aspects should be covered in one way or another. Such “internal inspection arrangements” should, if implemented fully, provide all the information on which to base a care service’s self-assessment.

However, it should be noted that self-assessment is not just a series of tick-box exercises, but provides opportunities for critical thinking and reflection with outcomes that should help to make service improvements.

**Policies and Key Documents**

When carrying out their audits, care service managers should refer to policies and key documents such as the Statement of Purpose that are important to the running of the service.

For quality assurance purposes, policies should:

- reflect the standards to be achieved in their implementation
- be used as tools to check that they are being implemented in line with the standards and regulations
- be referred to if actions are not in line with the policies and procedures that are set out
- be used to identify the actions to follow if they are not being implemented
- be regularly checked that they are accurate and kept up to date.

We can show how they have developed and used policies and key documents as evidence of achievement in their self-assessment.

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)	11
--	----

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	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	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer course
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 Service Manager	2
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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
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?	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	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	6
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)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
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.	1 Senior care employed 24/7  All Senior Carers are trained and confident with administration of medication and monitored monthly in-house and externally via Boots pharmacy which also offer on-training and certification. The shift patterns follow a seven-day cycle throughout the year. The personal care of service users is manned via the following manner. <ul style="list-style-type: none"> <li>• Early Shift is either 07.45 – 13.00 or 07.45 – 16.00</li> <li>• Late Shift is either 12.45 -21.00 or 15.45 – 21.00</li> <li>• Night Shift 20.45 – 08.00</li> </ul> A Senior Carer is on shift at all times to act as the duty manager / shift leader / Supervisor and handovers are given at the crossover of shifts. Activities are held daily between 13.30 – 16.00 to encourage and improve the well-being of the residents.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	2
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	9
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	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	4
Dementia	13
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	`
<b>Contractual Arrangements</b>	
No. of permanent staff	9
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)	2
No. of part-time staff (16 hours or under per week)	2
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.	<p>Staffing at Alma Lodge  2 carers employed in the morning  2 carers employed in the afternoon  1 carer employed at night  24/7</p> <ul style="list-style-type: none"> <li>• Early Shift is either 07.45 – 13.00 or 07.45 – 16.00</li> <li>• Late Shift is either 12.45 -21.00 or 15.45 – 16.00</li> <li>• Night Shift 20.45 – 08.00</li> </ul>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	5
Domestic 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	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering 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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not applicable
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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
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.	1 Handyman - looking after the general upkeep of the home and the grounds 35 hours per week
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	0
Dementia	0
Positive Behaviour Management	0
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	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Baglan Lodge Care Home
Telephone Number	01639813135
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	41
--	----

##### Fees Charged

The minimum weekly fee payable during the last financial year?	702
The maximum weekly fee payable during the last financial year?	726

##### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Our complaints procedure is available in English and Welsh. All new residents and their families are made aware of the complaints process in our setting in their welcome packs.</p> <p>Residents are given the opportunity to voice and submit complaints either by following the complaints process or through residents' questionnaires and residents' meetings and families will advocate for them.</p> <p>Another way that complaints could through social worker reviews and we encourage social workers to call to the home and carry out face to face meetings which will enable them to engage better with residents and their families.</p> <p>During complaints process we have called for social workers to attend meetings between ourselves and the residents/families to help to find an outcome that suits all parties and continue to keep the residents individual needs and wellbeing at the forefront of discussions.</p> <p>All new staff members are made aware of how to make a complaint during induction and are reminded of the process</p>
---	--

#### Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	28
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
<p>Provide details of any outside space to which the residents have access</p>	<p>The Lodge is an old mansion house which was converted into a care home in 1986. There are many references to its previous uses detailed in the foyer of the home, within a detailed past history.</p> <p>Our home has woods behind the property and so is private and sheltered from heat during the summer months.</p> <p>Our paved patio area is a haven for our residents, who often receive friends and family to visit and sit on the patio area when the weather allows.</p> <p>We also use our patio area for private visits to service users when the weather allows and our wireless buzzer system allows families and residents to enjoy the outside.</p> <p>We also involve our residents in our 'garden' project – we have currently for rhubarb plants growing to use in our recipes, and also encourage those that can, to get involved with planting flowers, weeding and enjoying the outdoors.</p>
<p>Provide details of any other facilities to which the residents have access</p>	<p>At Baglan lodge Care home there are many external facilities that the resident can have access to, such as the hair dressing room which can accommodate up to two residents at a time and which allows for interaction and some socialising which is also used by outside hairdresser who come to the establishment. We have tried to create an atmosphere with Magazines and additional mirrors to appear similar to a hair saloon used in the past.</p> <p>We also promote sporting events such as the Six nations, Wimbledon and even the snooker, we also have movie nights and a casual pajama day where staff .</p> <p>l pads and tablets are available for the residents to use Facetime, WhatsApp and Facebook to communicate with family members all over the world. The l pads have apps to assist with residents who have had a stroke.</p> <p>Residents activities include large snakes &amp; ladders, inflatable darts and entertainers. This is in addition to Bingo, Quiz books, karaoke, and health &amp; beauty sessions.</p>

#### Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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	Yes

List 'Other' forms of non-verbal communication used

Baglan Lodge uses Ipads and large picture cards to assist with non-verbal communication. With the assist of CHIRT we offer advice and assistance to improve the quality of residents life

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.

In our care home we feel it is very important to ensure the residents voices are heard. We do this on a daily basis with one to one conversations, where residents express their individual wishes and needs, for the residents who are unable to communicate for themselves or who lack the capacity we have conversations with the families and friends.

We hold residents meetings once monthly where the residents or their families attend and can talk about what they would like to see implemented in their care and social needs.

They discussed what they would like to see on the menu. In the last meeting the residents expressed how they miss having cocktails from Swansea market. So we have arranged for them to have this once a week.

Once every 6-12 months we send out residents questionnaires, the resident can either put their name to it or they can make it anonymous, we also do this for family members and friends.

We also ensure that the residents and their relatives are actively involved with their individual care plans, they are reviewed monthly by trained staff and every 3 months the resident and their families are encouraged to read and review their individual care plans more often if they are able to.

We have also recently put a suggestion box in place where they can just post their suggestions and wishes into.



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.

We promote the mental wellbeing using its services in person-centred ways, seeking and obtaining the facilities and resources and professional help for individuals as they need them.

It develops its approach with reference to national guidance reflected in the Wales strategy for mental health Working Together and National Institute for Clinical and Care Excellence guidance

- Provide, enable or recommend opportunities for taking part in meaningful activities

- Help to maintain and develop personal identity with the appropriate facilities and resources where there is the risk of loss of personality because of dementia or physical impairments from strokes or illnesses.

- Give special attention through the offering of appropriate support and risk assessments when people have recently suffered significant life changes such as:  
admission to a care home or hospital  
separation

loss and bereavement

personal and family stress

inactivity through illness, including the effects of the Covid-19 pandemic

loss of employment and of valued activities and interests

financial difficulties and worries.

- Ensure that staff can recognise, record and report the symptoms and signs of mental health conditions and changes in mental wellbeing

- Have access to trained professionals to assess mental health needs, and where necessary to diagnose any mental illness or disorders. We are supported by the local Care Home In Reach Team which works directly with Mental Health, and aims to avoid hospital admissions.

- Ensure that the mental wellbeing of people using the service who have sensory impairments, and those with physical illnesses and long-term conditions.

Training

We include mental health issues in its staff induction programmes.

Continuing staff development aims to:

- improve people's knowledge of mental health

- increase awareness of the mental health issues experienced by people using the service

- improve understanding of the factors that affect the mental health of people using the service.

- develop skills in observing and identifying changes in the mental health

- help staff to understand more fully their role and promoting and improving people's mental health

- help staff understand the roles of community and hospital mental health services

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

Baglan Lodge Care Home recognises that service users who lack mental capacity are particularly vulnerable to abuse/harm and exploitation. These apply particularly to investigations of possible abuse/harm in which it is important to seek means of ascertaining the experiences and views of any victim or indeed alleged perpetrator who might lack capacity.

#### Safeguarding Framework

The care service is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and to deal with it as promptly and effectively as possible if it occurs. Make sure that users are safe from abuse and the risks of their coming to harm are kept to the minimum and well managed.

#### Statement Aims

The central aim of this safeguarding statement is to set out for all relevant parties the:

- principles and values underlying this care service's approach to the safeguarding of its service users
- ways in which the service does this
- steps taken to avoid abuse/harm taking place
- actions taken to deal with abuse/harm if it occurs.

This service is committed to safeguarding its service users from all forms of abuse/harm. It recognises that it must always protect its service users and identify and deal with specific instances of abuse/harm if they occur.

#### Defining Abuse

The care service recognises that abuse/harm of service users may take the following forms:

physical abuse/harm

financial abuse/harm

psychological or emotional abuse/harm

bullying and harassment (including online forms)

sexual abuse/harm

neglect and self-neglect

discriminatory abuse/harm

self-harm

inappropriate or excessive restraint and other forms of organisational abuse/harm.

It is recognised that service users who are at risk of being abused/harmed must be fully protected from all forms of abuse/harm which might include domestic abuse and violence, where they might be evident in the delivery of the care service.

It is also recognised that the service must always protect its service users

All staff have a responsibility to:

provide service users with the best possible care

ensure that they do not engage in any abusive/harmful action in relation to service users

report anything they witness which is or might be abusive/harmful

co-operate in every possible way in any investigation into alleged abuse

take part in training activities relating to abuse/harm and protection

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

“Customer feedback” is central to any quality assurance approach. “Customers” of care services include the people who use services, relatives, service commissioners and care managers, all of whom might be directly involved in contracting the services. Feedback from “stakeholders” or “partners” as people and organisations concerned with people who use services’ care and welfare is also important.

Care service managers must obtain the opinions of people who use the services and all other significant people on service quality, as integral to their quality assurance process.

**Involving Staff in Quality Assurance**

We also include staff in the quality assurance process. This helps them to feel valued and to identify their development and training needs.

Managers involve staff in quality assurance by:

- discussing and taking note of their views on standards of care and asking what they think should be different or changed
- using supervision, staff meetings and training sessions to obtain feedback and to encourage openness of communication
- regularly reviewing policies, procedures and practices with staff to identify practical changes

**Principles of Self-assessment**

To produce sound evidence of its achievements, managers have systems for continuously monitoring, auditing and evaluating the performance of their care service.

Central to any self-assessment is the ability to show how the care service listens to the people who use its services and other stakeholders and uses their views to improve the quality of its services.

The evidence needed includes formal and informal methods of obtaining and using feedback from people who use services and others involved in their care. Formal methods include the results of satisfaction surveys and questionnaires, holding meetings of people who use services or having a committee, consultations over menu planning and proposed changes.

Informal methods include examples of how staff are enabled and supported to listen to people in their daily practice and small but significant changes that have been made to individuals’ care as recorded on their care plan.

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) 17

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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 manager had undergone the train the trainer award to train the rest of our staff. 1 manager completed the re-registration with social care wales not applicable
<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
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	

Does your service structure include roles of this type?	No
Registered nurses	
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	8
No. of posts vacant	1
<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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not applicable - extensive training provided for nurses
<p>Contractual Arrangements</p>	
No. of permanent staff	8
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)	2
No. of part-time staff (16 hours or under per week)	4
<p>Typical shift patterns in operation for employed staff</p>	

<p>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.</p>	<p><b>SHIFT PATTERNS</b>  1 x Early nurse 7:15am - 2:45pm  1 x Afternoon 2pm - 8:30pm  1 x Night 8:15pm - 7:30am</p> <p>At Baglan Lodge Care Home we provide both residential and nursing care to up to 30 service users. We generally run on a balance of 20 nursing patients and 10 residential patients. The workforce is headed by the Registered Manager and the Clinical Lead Nurse. The team currently comprises of a mix of both part time and full time nursing and care staff, alongside domestic, catering, laundry and maintenance personnel.</p> <p>At 1st April 2023, there were 50 members of staff employed at Baglan Lodge Care Home. This is broken down as follows – 1 manager, 8 qualified nurses, 8 senior carers, 18 care assistants, 5 kitchen staff, 5 domestic staff, 3 laundry staff and 2 maintenance staff. As mentioned previously, these staff work a mixture of full or part time hours.</p> <p>All care staff who have not completed their QCF qualification and registered with Care Council for Wales, are currently undergoing their qualification, and any new starters on the care team are asked to register with a provider on induction to support their work through the qualification.</p> <p>Shift patterns do not alter and a 7 day, 24 hour care provision is provided throughout the year. When we are full (30 beds), our staffing levels are as follows :-</p> <p>AM Shift – 715am-215pm – 1 qualified nurse, at least 1 senior carers and 5 care assistants.  PM Shift – 2 pm – 830pm – 1 qualified nurse, at least 1 senior carer and 4 care assistants.  Night Shift – 815pm – 730am – 1 qualified nurse, 1 senior care assistant and 1 care assistant.</p> <p>Our Clinical Lead also has Supernumerary hours to ensure the ongoing paperwork at the home is up to date.</p> <p>Qualified nurses and seniors will deputise in the absence of the Manager who generally works Monday to Friday – 8am – 4pm, however she will step in to help with care duties during illness and difficult times – this was particularly seen in COVID times where staffing could sometimes prove problematic. We are also supported by local agencies when and if required for cover in emergencies.</p> <p>Activities are generally held in the afternoon when we have a ‘quieter’ moment to provide tailor made activities to each individuals needs, and this is generally run by the care team.</p> <p>Shift patterns allow for a handover of care where all members of the off going and incoming team are involved to ensure continuation of information and care.</p> <p>The Manager is also supported by one of the owners at the home, in order to facilitate help and advice – the owner also remains registered with the Care Council for Wales.</p> <p>Laundry and domestic staff are employed supernumerary to the care team, and generally work between 7am and 3pm – our kitchen team work from 715 am – 7pm, and the maintenance team work full time hours 5 days a week.</p>
--	--

Senior 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	8
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	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not applicable

Contractual Arrangements

No. of permanent staff	8
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)	2
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

<p>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.</p>	<p><b>SHIFT PATTERNS</b>  1 x Early senior care 7:15am - 2:45pm  1 x Afternoon senior care 2pm - 8:30pm  1 x Night senior care 8:15pm - 7:30am</p> <p>At Baglan Lodge Care Home we provide both residential and nursing care to up to 30 service users. We generally run on a balance of 20 nursing patients and 10 residential patients. The workforce is headed by the Registered Manager and the Clinical Lead Nurse. The team currently comprises of a mix of both part time and full time nursing and care staff, alongside domestic, catering, laundry and maintenance personnel.</p> <p>At 1st April 2023, there were 50 members of staff employed at Baglan Lodge Care Home. This is broken down as follows – 1 manager, 8 qualified nurses, 8 senior carers, 18 care assistants, 5 kitchen staff, 5 domestic staff, 3 laundry staff and 2 maintenance staff. As mentioned previously, these staff work a mixture of full or part time hours.</p> <p>All care staff who have not completed their QCF qualification and registered with Care Council for Wales, are currently undergoing their qualification, and any new starters on the care team are asked to register with a provider on induction to support their work through the qualification.</p> <p>Shift patterns do not alter and a 7 day, 24 hour care provision is provided throughout the year. When we are full (30 beds), our staffing levels are as follows :-</p> <p>AM Shift – 715am-215pm – 1 qualified nurse, at least 1 senior carers and 5 care assistants.  PM Shift – 2 pm – 830pm – 1 qualified nurse, at least 1 senior carer and 4 care assistants.  Night Shift – 815pm – 730am – 1 qualified nurse, 1 senior care assistant and 1 care assistant.</p> <p>Our Clinical Lead also has Supernumerary hours to ensure the ongoing paperwork at the home is up to date.</p> <p>Qualified nurses and seniors will deputise in the absence of the Manager who generally works Monday to Friday – 8am – 4pm, however she will step in to help with care duties during illness and difficult times – this was particularly seen in COVID times where staffing could sometimes prove problematic. We are also supported by local agencies when and if required for cover in emergencies.</p> <p>Activities are generally held in the afternoon when we have a ‘quieter’ moment to provide tailor made activities to each individuals needs, and this is generally run by the care team.</p> <p>Shift patterns allow for a handover of care where all members of the off going and incoming team are involved to ensure continuation of information and care.</p> <p>The Manager is also supported by one of the owners at the home, in order to facilitate help and advice – the owner also remains registered with the Care Council for Wales.</p> <p>Laundry and domestic staff are employed supernumerary to the care team, and generally work between 7am and 3pm – our kitchen team work from 715 am – 7pm, and the maintenance team work full time hours 5 days a week.</p>
--	--

<p><b>Staff Qualifications</b></p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>7</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>1</p>
<p>Other social care workers providing direct care</p>	
<p>Does your service structure include roles of this type?</p>	<p>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.

Filled and vacant posts

No. of staff in post	11
No. of posts vacant	2

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	6
Health & Safety	21
Equality, Diversity & Human Rights	16
Infection, prevention & control	18
Manual Handling	21
Safeguarding	21
Medicine management	0
Dementia	18
Positive Behaviour Management	16
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not applicable

Contractual Arrangements

No. of permanent staff	11
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)	4
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

<p>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.</p>	<p><b>SHIFT PATTERNS</b>  5 x Early carer 7:15am - 2:45pm  4 x Afternoon carer 2pm - 8:30pm  1 x Night carer 8:15pm - 7:30am</p> <p>At Baglan Lodge Care Home we provide both residential and nursing care to up to 30 service users. We generally run on a balance of 20 nursing patients and 10 residential patients. The workforce is headed by the Registered Manager and the Clinical Lead Nurse. The team currently comprises of a mix of both part time and full time nursing and care staff, alongside domestic, catering, laundry and maintenance personnel.</p> <p>At 1st April 2023, there were 50 members of staff employed at Baglan Lodge Care Home. This is broken down as follows – 1 manager, 8 qualified nurses, 8 senior carers, 18 care assistants, 5 kitchen staff, 5 domestic staff, 3 laundry staff and 2 maintenance staff. As mentioned previously, these staff work a mixture of full or part time hours.</p> <p>All care staff who have not completed their QCF qualification and registered with Care Council for Wales, are currently undergoing their qualification, and any new starters on the care team are asked to register with a provider on induction to support their work through the qualification.</p> <p>Shift patterns do not alter and a 7 day, 24 hour care provision is provided throughout the year. When we are full (30 beds), our staffing levels are as follows :-</p> <p>AM Shift – 715am-215pm – 1 qualified nurse, at least 1 senior carers and 5 care assistants.  PM Shift – 2 pm – 830pm – 1 qualified nurse, at least 1 senior carer and 4 care assistants.  Night Shift – 815pm – 730am – 1 qualified nurse, 1 senior care assistant and 1 care assistant.</p> <p>Our Clinical Lead also has Supernumerary hours to ensure the ongoing paperwork at the home is up to date.</p> <p>Qualified nurses and seniors will deputise in the absence of the Manager who generally works Monday to Friday – 8am – 4pm, however she will step in to help with care duties during illness and difficult times – this was particularly seen in COVID times where staffing could sometimes prove problematic. We are also supported by local agencies when and if required for cover in emergencies.</p> <p>Activities are generally held in the afternoon when we have a ‘quieter’ moment to provide tailor made activities to each individuals needs, and this is generally run by the care team.</p> <p>Shift patterns allow for a handover of care where all members of the off going and incoming team are involved to ensure continuation of information and care.</p> <p>The Manager is also supported by one of the owners at the home, in order to facilitate help and advice – who also remains registered with the Care Council for Wales.</p> <p>Laundry and domestic staff are employed supernumerary to the care team, and generally work between 7am and 3pm – our kitchen team work from 715 am – 7pm, and the maintenance team work full time hours 5 days a week.</p>
--	--

<p><b>Staff Qualifications</b></p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>19</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>2</p>
<p><b>Domestic staff</b></p>	
<p>Does your service structure include roles of this type?</p>	<p>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.

#### Filled and vacant posts

No. of staff in post	8
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	3
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Not applicable

#### Contractual Arrangements

No. of permanent staff	8
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)	2
No. of part-time staff (16 hours or under per week)	4

#### Staff Qualifications

No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0

#### Catering 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	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	0
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
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	5
No. of staff working toward required/recommended qualification	0
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.	2 Maintenance / general handyman roles General upkeep of home and grounds 2 x 35 hrs per week - monday - friday
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	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
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	2
No. of staff working toward required/recommended qualification	0