

# 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:	Bistre Care Homes Limited	
The provider was registered on:	12/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bistre Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	12/04/2019
	Responsible Individual(s)	
	Manager(s)	Lynn Ray
	Maximum number of places	32
	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	We have an inhouse trainer who comes into the home to provide regular training and updates in all areas of mandatory training. We also complete on line training with an accredited trainer Citation. Training requirements are constantly monitored and addressed to ensure all staff have the relevant tools to deliver quality care. A training Matrix is maintained and updated as required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adverts are placed with local agencies and Newspapers. we also list any vacancies with Indeed. We have a number of staff that have been employed within the home for over 20 years. We offer flexible working hours, we are local to the community and have recently started an employee of the month scheme which is voted on by peers, residents and visitors.

## Service Profile

### Service Details

Name of Service	Bistre Nursing Home
Telephone Number	01244550644
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	675.17
The maximum weekly fee payable during the last financial year?	1183.73

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Resident's / Relatives meetings Quality assurance questionnaires given to residents and families twice yearly

Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	27
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	1 secure court yard with access from the nursing unit and EMI unit , this is enclosed with a seating and has a sun shaded area should it be needed. There is an enclosed garden with access from one of the lounges with seating. Large front gardens with summer house
Provide details of any other facilities to which the residents have access	Hairdresser Chiroprody Local Church

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

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.

It is our aim at Bistre to achieve a standard of excellence and good practice, whilst delivering a service which is person centred and individual to each person. We aim to support our resident's in a way that meets their needs and that they feel comfortable with.

#### PARTNERSHIP

We ensure that we work in partnership with the person, their families, friends and representatives and all other multi disciplinary teams to ensure the best possible outcome for the person is achieved. For the residents families to have a say and for there to be a transparency with your loved ones care. We provide full needs assessment for all residents to determine if we can meet the needs of the individual. From this information, a person-centred plan is written with as much involvement from our resident and their families as possible. We aim to obtain as much information about the person as this is vital in our being able to support them in a way they would like. A risk assessment is also written to run alongside the personal plan which highlights areas where the individual person may be at risk. We promote residents to take risks in their daily lives, but we also aim to enable them to do so safely and securely. The personal plans and risk assessments are updated regularly in line with changes in needs.

Our objectives are that we will deliver a service to each person that will enhance their overall quality of life in a way that makes the resident's feel happy and safe during their time at Bistre.

Pictorial choices, promoting independence, encouragement to have voice and control over their lives and we will continue to improve the way we can do this for your loved one. Pictorial menus are used for the benefit of the residents to enable good choices of food. This empowers residents to make choices and enables them to feel valued.

We have a Welsh speaking staff member who ensures that Welsh Language needs are met.

"The state of being comfortable, healthy or happy" = being safe, having somewhere suitable to live, being involved in decisions that impact your life. Having friends, being part of good strong communities. Having every chance to do well in education and feeling good about your life. For adults to be able to work! Equality and diversity and choices!

We ensure that each person's rights are always upheld and respected regardless of their religion, culture, race, sexual orientation, political affiliation, marital status, disability, age, transgender or colour.

<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>A Personal Plan of care is completed in full agreement with the resident, relatives, and professionals.</p> <p>Plans of Care are updated as and when needs change and are reviewed monthly.</p> <p>We continue to monitor and improve our services with staff meetings, auditing, and our quality assurance questionnaires.</p> <p>We follow an end-of-life pathway and ensure that our residents and their family's privacy, dignity and wishes are respected.</p> <p>All staff within the home follow policies and procedures and a comprehensive training programme is in place.</p> <p>An Activity Co Ordinator oversees all activities which include social interests, hobbies, religious and cultural needs. We provide individual activities depending on resident interests and capabilities each day and Bistre has a wide range of indoor activities available including handheld tablets, various board and floor games, crafts, and puzzles.</p> <p>We celebrate current events as well as national holidays and festivities.</p> <p>The home has access to a minibus and a designated driver to enable residents to have trips out to the local community.</p> <p>We offer an open visiting policy, and we accommodate visitors at any reasonable time.</p> <p>Feedback from residents, families and outside authorities is taken into account and necessary changes put into place.</p> <p>We encourage the local clergy to visit the home regularly.</p> <p>The Chiroprapist visits the home on a regular basis.</p> <p>Advocacy is always encouraged, and the home takes guidance from the Mental Capacity Act and DOL's Legislation.</p> <p>Likes and dislikes are clearly documented and catered for, A cooked breakfast is available on request and a choice of 2 dishes is offered each day on a 3 week rolling menu.</p>
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The extent to which people feel safe and protected from abuse and neglect.

The home works closely with the authorities and will request reviews where necessary and take any actions to prevent harm.

The home works closely with the Safeguarding Team and the Manager or Deputy would discuss any potential safeguarding issues and implement any changes required. Staff supervision takes place every 8-12 weeks any issues raised are dealt with in a timely manner.

We continually assess Bistre using our Quality Assurance questionnaires, both positive and negative feedback are evaluated and changes made where necessary.

Bistre is always open to new ideas and working practices that would benefit the people living at our service.

The complaints procedure and who to contact if you are not satisfied with the service is displayed throughout the home. All complaints are dealt with in a sympathetic and correct manner.

Incidents, Accidents and near Miss forms are completed as and when required they are monitored daily and all audited monthly, and any patterns / occurrences looked for, further measures are then put into place and actioned accordingly. Further notifications i.e. Reg 60 or Safeguarding Referrals are made as required.

Close links are developed with resident's, families, and friends to ensure that their needs and wishes are catered for. Advocacy services are sought and encouraged if required.

A range of equipment is available throughout the home to promote independence which include a lift, hoists, walking aids, profiling beds, wheelchairs and a comprehensive nurse call system is in place. If required specialist equipment is provided to meet the varying needs of each resident. All equipment within the home is regularly serviced at the appropriate time.

Preferences regarding personal care are clearly documented and catered for.

Likes and dislikes are clearly documented and catered for.

An extensive activity programme is in place. Each bedroom at Bistre has a lockable door to ensure privacy and each room has a lockable draw or box.

Bistre has a central heating system which is serviced regularly and opening windows for ventilation.

Emergency lighting is in place alongside a comprehensive fire alarm and call bell system. Fire extinguishers are placed at strategic points throughout the home and serviced on a regular basis.

Regular reviews are held with the funding authorities, and outside professionals when required.

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

The home is able to consider offering support to people who have complex nursing needs as well as help for those with every day care needs such as dementia.

An assessment will be carried out by our Manager or a senior member of staff for the person requiring the care and this ensures that we will be able to manage them appropriately. All staff at Bistre have received relevant and up to date training to support individuals living at Bistre Care Home. This is an ongoing task, continually updating to meet legislation changes. We continually research the delicate subject of dementia; this enables staff to have an insight into meeting some of the resident's needs and in some cases pre-empting needs. Consequently, developing a good relationship with our residents and ensuring that they receive the best care. There is ongoing training for dementia and our nurses are regularly updating their skills and all other mandatory courses throughout the home.

The home provides a warm friendly atmosphere with the emphasis on the fact that this is their home.

We promote a calm relaxed environment within the home.

We have a Statement of purpose and Residents Guide for current and prospective residents, this is available in English and Welsh if required. Each resident is given a choice when it comes to decorating their own rooms and is actively encouraged to choose colours and bring in own small furnishings. When decorating the communal areas all residents were consulted.

The staff skill mix of each shift is looked at on a daily basis to ensure experienced staff are on duty to support junior staff. Staff rotas are produced weekly ensuring that all annual leave and sickness is covered so that staffing levels are maintained. A dependency tool is used to define our staffing levels based on our occupancy and needs of each individual service user. This assures that all needs can be met. Our care staff work 12 or 6 hour shifts from 7.45am to 8pm 7.45am to 2pm or 1.45pm to 8pm and our night staff work 7.45pm to 8am.

The care home provides appropriate care which can fluctuate as per our dependency tool. This provides continuity of care throughout the day and night to our service users. Robust handovers are always carried out and recorded for accurate and continuity of care. Each resident has a daily and nightly log and all information if relevant is also placed in their main plan of care. This is updated regularly once a month or as any changes occur.

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) 29

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	41
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	39
Health & Safety	39
Equality, Diversity & Human Rights	39
Infection, prevention & control	40
Manual Handling	39
Safeguarding	30
Medicine management	18
Dementia	34
Positive Behaviour Management	28
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Covid PPE Mental Capacity Act Fire Training Risk Assessment Diet and Nutrition
Contractual Arrangements	
No. of permanent staff	38
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	27
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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	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.	End of Life Nutrition Mental capacity DOL's Fire Risk Assessment Covid PPE Falls
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



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	8
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.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life

#### 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

#### 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?	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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life
<p>Contractual Arrangements</p>	
No. of permanent staff	7
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)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
<p>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.	Day Duty x 2 Nurses 8am-2pm x 1 Nurse 2pm-8pm x 7 HCA 8am-2pm x 5 HCA 2pm-8pm  Night Duty x 1 Nurse 8pm-8am x3 HCA 8pm-8am  X 1 cook 8am-6pm and x 1 Kitchen assistant daily 8 am -4pm x 2 Domestics daily 8am-2 / 3pm x1 admin 4 days per week 9am- 2pm
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	23
No. of staff working towards the required/recommended qualification	1
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life
<b>Contractual Arrangements</b>	
No. of permanent staff	5
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	1
<p>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.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life
<p>Senior social care workers providing direct care</p>	
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	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life

<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	Staff shift patterns are 8am-2pm / 8am-8pm / 2pm-8pm / 8pm-8am We have 2 Nurses plus 7 HCA on an 8am-2pm shift 1 Nurse plus 5 HCA on a 2pm-8pm shift Night shift we have 1 Nurse plus 3 HCA
<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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	20
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Infection, prevention & control	20
Manual Handling	20
Safeguarding	20
Medicine management	20
Dementia	20
Positive Behaviour Management	20

Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity Falls Risk Assessment DOL's Fire Covid PPE Nutrition End of Life
<b>Contractual Arrangements</b>	
No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	Typical shift pattern 8am-2pm 2pm-8pm 8am-8pm 8pm-8am  7 HCA in the morning 5 HCA in the afternoon 3 HCA at night
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	0
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2

Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nutrition
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)	1
No. of part-time staff (17-34 hours per week)	1
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
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.	Maintenance Man Administrator
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Risk Assessment DOL's Fire Covid PPE
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0