# Annual Return 2022/2023

2023.	completed for you. There are no ad	bout this provider and its associated services on the 31st March tions to complete. This information displayed will be included in the	
	ин. 	Considiation County Council Adulta and Children's Comisso	
Provider name:	- d	Ceredigion County Council Adults and Children's Services 19/02/2019	
The provider was registere The following lists the provider conditions:	There are no imposed conditions a		
The regulated services delivered by this provider	Targeted Care and Enablement		
were:	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	19/02/2019	
	Responsible Individual(s)	Nerys Lewis	
	Manager(s)	Margaretta James	
	Partnership Area	West Wales	
	Service Conditions	There are no conditions associated to this service	
	Yr Hafod Residential Care Home		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	19/02/2019	
	Responsible Individual(s)	Nerys Lewis	
	Manager(s)	Dawn Evans	
	Maximum number of places	28	
	Service Conditions	There are no conditions associated to this service	
	Mn y Mor Residential Care Home		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	19/02/2019	
	Responsible Individual(s)	Nerys Lewis	
	Manager(s)	Chloe-Louise Williams-Lawless	
	Maximum number of places	28	
	Service Conditions	There are no conditions associated to this service	
	Hafan Deg Residential Care Home		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	20/02/2019	
	Responsible Individual(s)	Nerys Lewis	
	Manager(s)	Rachael Jones	
	Maximum number of places	20	
	Service Conditions	There are no conditions associated to this service	

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2019
Responsible Individual(s)	Nerys Lewis
Manager(s)	Jennifer Daniels
Maximum number of places	15
Service Conditions	There are no conditions ass
Tregerddan Residential Care Home Service Type	Care Home Service
-	Care Home Service Adults Without Nursing
Service Type	
Service Type Type of Care	Adults Without Nursing
Service Type Type of Care Approval Date	Adults Without Nursing 20/02/2019
Service Type Type of Care Approval Date Responsible Individual(s)	Adults Without Nursing 20/02/2019 Nerys Lewis

# Training and Workforce Ranning

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	The L&D Team distribute an annual Training Needs Analysis (TN A) form to all services and asks to identify their training needs & p riorities for the coming year. The results from the TNA forms and TNA meetings are collated, p rioritised and relevant resource and SCWWDP budget is allocate d. Events are then organised and scheduled and promoted via ou r intranet system for internal staff. Staff training needs are also reviewed as part of the Annual Appr aisal and 6 weekly Supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is a high priority for the Council and the current tight recruitment market is of concern and has led to recruitment being on the Corporate risk register. This means additional resources h ave been used to prioritise recruitment and retention of staff. Sup port for staff includes access to professional development opport unities and wellbeing support through our free counselling service and the provision of drop in sessions with our Employee Health ar d Wellbeing Officer.

#### Service Profile

Service Details

Name of Service	Bryntirion Resource Centre
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Telephone Number	01974298289
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	None

People Supported		
How mai support	ny people in total did the service provide care and to during the last financial year?	27

## Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

## 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?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support o r any element of the service. These include the following; - Resident's meetings - At least twice yearly questionnaires as part of capturing views fo r the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern al ong with how to make a complaint.

#### Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	All residents have access to a safe area surrounding the care ho me. There is a patio area with a large substantial garden offering residents opportunities to enjoy horticultural opportunities. Additionally there is garden room accessible to all residents and v isitors.
Provide details of any other facilities to which the residents have access	The residents have access to the wider community of Tregaron, i ncluding local shops, religious settings and the weekly agricultural livestock market.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS) No	
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Sign along

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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. The Active Offer is available to all residents and their fan d they can choose their language of choice for their care support. Residents are able to complete all assessment a mission documents through the medium of Welsh and En At Bryntiroin we focus on putting the person who is in receiver are services at the centre, making them the most import rt of the process. This means that care is personalised a ored to each person's individual needs and preference. We strive to ensure that we capture the residents voice, ences, and views on a wide range of aspects relating to tay to day, physical and mental wellbeing along with their nd support need. "Signs of Safety," which is strength-based model is used professionals build strong relationships with individuals a lies so that staff can focus on 'what works' in any given s n. Regular updates and review of care and support plans te ce, and we encourage the residents to be actively involve sidents can also request a family member or friend to joir in the review if they wish. One-page profiles are being implements for all residents hting their likes, dislikes, and what matters to them. This profile summarises what is important to an individual and ns how they want to be supported. Residents can use the page profile to record how they would like to be helped a ntify if they need additional care or support. At Bryntrion we to work with residents and families to complete "My life and we will continue to develop these for all residents. Following the Advanced Care Planning (ACP) training, st able to engage with residents and families and complete ualised ACP's. This provides the residents with the opportion to the opporties. This provides the residents with the opportion to the opporties and complete "My life and we will continue to develop these for all residents.
to discuss and plan with their loved ones what is importan- em. Regular resident meetings take place which gives the res an opportunity to make choice, express their views and a encourages them to raise concerns and/or complaints. T meetings are usually chaired by an independent individua within the community. The meetings cover food choices, e es, trips and changes to the environment. On a quarterly basis the Responsible Individual carry's o visit and will speak to a range of residents, families, staff

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 have an accessible and good working relationship with Sale p House Surgery, Tregaron, who provide virtual consultations, visits to the home and vaccination programme for influenza and COVID-19 along with regular medication reviews. All residents have had the opportunity to receive their COVID- 9 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, La mpeter. A number of Specialist Health Support services and teams are nvolved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education, and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry ar d dietician specialist staff). All residents are registered with a community dentist and optici ns, and repairs to hearing aids, glasses and dentures are easi y accessible via postal services. As an organisation we have access to a range of specialisms v
	thin our Health and Safety team. They support the service uses s and staff with manual handling, mobility, behavioural, risk as essments, fire and any other regulatory aspects of the living a d working environment of the home. The home continues to uphold and promote a feeling of comm nity with regular interactions with a range of groups from within he community e.g., visits by school children, Tregaron Family entre and local faith groups. As part of regular activities, the residents enjoy reminiscence, ing a long's, reading, playing Bingo, painting, jigsaws, growing home grown produce and competing in local agricultural show The residents enjoy annual celebrations and cultural themes f om Birthday parties, St David Day, Santes Dwynwen, Valenting s Day, Easter and Christmas Celebrations to arranging and ho ding their own Remembrance Service at the home. Often you Il see the whole home, residents and staff dressed up and enjor ying their cultural heritage.
The extent to which people feel safe and protected from abuse and neglect.	All staff are recruited in accordance with the organisations Sel ction and Recruitment Policy. The staff all have an up-to-date isclosure and Barring Service (DBS) relevant to their role and hese are renewed on a three yearly basis. Staff required to register with Social Care Wales have either or mpleted their registration or are in the process. This requires a l registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes. All staff complete an Annual Appraisal and receive six weekly s upervisions with their line Manager. There is a corporate induction process in place with role speci c induction and competencies required to be completed for ea h role within the care home. Staff have been appropriately trai ed in adult and child safeguarding alongside Whistleblowing and d other mandatory training. This ensures that all staff have been trained in relation to the s gns of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales afeguarding Procedures App. There is information within the h me outlining how to contact the Safeguarding Team, the Resp nsible Individual or if the resident, family, staff or visitor wishes o raise a compliment, complaint or concern. The RI and Managers assess all concerns and complaints as p art of driving improvement within the home and to identify failing s in a system, policy or practice so that we can address them t prevent them from happening again or escalating. Residents are provided with a Welcome Packs on admission a d are given details on how they or their family members/friends can raise any concern or issue. Family members are encourage ed to visit the home so that they can meet the staff, see what s ervices are available and to satisfy themselves that their loved ones would be happy within the environment being offered. Our Infection, Prevention and Controls (IP&C) protocol provide a mechanism for supporting

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home is set within the Market Town of Tregaron and offers access to a range of shops, hairdressers, cafes, bowls club an d a range of religious and cultural opportunities. There are a number of areas within the home where residents c an spend time socialising together (2 lounges) or quieter space where they can spend time doing the things that are important f or them. All the bedrooms are single occupancy, except for one bedroo m that provides an opportunity for spouses or siblings to remai n together as a shared bedroom. All bedrooms are equipped wi th profiling beds, and suitable furniture. Residents are encoura ged to bring personal items with them, including photos that ca n be fitted on the walls. There is a nurse call system in place, with the ability to add indi vidualised sensors where the needs arise. Alongside this is a ra nge of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is used as and when required to support with the ind ividualised needs of the resident. Training is delivered by our in-house Health and Safety Team a nd allows the staff to learn and develop alongside colleagues in a safe learning environment. The home uses a range of technology resources including Mag ic Carpet, Rita System and a range of sensory items. Gardening is very important to a number of our residents and t he external space provides an area for a range of gardening o pportunities from growing vegetables, firuits and flowers. Alongs ide this is the opportunity for residents to enjoy the open space , where many enjoy being able to walk outside maintaining and encompassing their wellbeing. A small number of residents regularly enjoy visiting the livestoc k market which takes place on a weekly basis at Tregaron. Currently there is significant capital investment taking place at Bryntirion, this includes new flooring, door sets, improved dinin g areas, communal space, activity spaces and bedrooms. The capital work will be completed in
	o account the safety and wellbeing of our service users. Person centred care recognises that life extends beyond the ca re home and engagement within the community is beneficial. C ommunity access and involvement has increased allowing resid ents a sense of belonging in the local community.

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	18
31 March)	

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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
	1
Positive Behaviour Management Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 - Health and Social Care Management Level 4 - Step up to Management Level 3 - Health and Social Care (Adults) Level 2 - Developmental Care Sign Along Level 2 Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service
	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff	ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	ed at each supervision and annual appraisal. 0 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ed at each supervision and annual appraisal. 0 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ed at each supervision and annual appraisal.  0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	ed at each supervision and annual appraisal.  0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	ed at each supervision and annual appraisal.         0         1         0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	ed at each supervision and annual appraisal.         0         1         0         0         0         0         0         0         0         0         0         0         1         d term contact staff by hours worked per week.         1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	ed at each supervision and annual appraisal.         0         1         0         0         0         0         0         0         0         0         0         0         1         0         d term contact staff by hours worked per week.         1         0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	ed at each supervision and annual appraisal.         0         1         0         0         0         0         0         0         0         0         0         0         1         0         d term contact staff by hours worked per week.         1         0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 1 0 0 0 0 d term contact staff by hours worked per week. 1 0 0 0
No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixed         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	ed at each supervision and annual appraisal.         0         1         0         0         0         0         0         0         0         0         0         0         0         0         1         0         0         0         1         1         0         1         1         1         1         1         1         1         1         1

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	0
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
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	0
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
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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?	No
Nursing care staff	
Does your service structure include roles of this type?	No

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	
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	4	
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	2	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x All Wales Induction Framework 2 x QCF Level 3 Dementia 1 x Level 4 Step up to Management 1 x Level 3 Health and Social Care Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	4	
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)	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 member of staff per shift 2 x 9pm - 8pm 3 x 8am - 2.30pm 2 x 2.30pm - 9pm	
	Rolling 6 week rota.	
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	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.		
Filled and vacant posts		
No. of staff in post	19	
No. of posts vacant	0	
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	19	
Health & Safety	19	
Equality, Diversity & Human Rights	19	
Infection, prevention & control	19	
Manual Handling	19	
Safeguarding	19	
Medicine management	13	
Dementia	19	
Positive Behaviour Management	17	
Food Hygiene	19	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>10 x QCF Level 3 Health and Social Care Wales</li> <li>13 x QCF Level 2 Health and Social Care Wales (a dditional 1 member of staff currently completing qu alification)</li> <li>18 x All Wales Induction Framework / Social Care Wales Induction Framework</li> <li>2 x QCF Level 3 Dementia</li> <li>Advanced Medication Administration training</li> <li>All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.</li> </ul>	
Contractual Arrangements		
No. of permanent staff	15	
-		
No. of Fixed term contracted staff	0	
	0 0	

No. of Non-guaranteed hours contract (zero hours)	4
staff	-
Outline below the number of permanent and fixe	d 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)	14
No. of part-time staff (16 hours or under per week)	1
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.	2 x 9pm - 8am (1 Level 3 & 1 Level 2) 3 x 8am - 2.30pm (1 Level 3 & 2 Level 2) 2 x 2.30pm - 9pm (1 Level 3 & 1 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this	Yes
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	1
No. of permanent staff	1

No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	1	
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	2	
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	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	4	
Health & Safety	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	0	
Manual Handling	0	
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.	-Allergens Level 2 -Virus Awareness	
	All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.	
Contractual Arrangements		
No. of permanent staff	4	
No. of Fixed term contracted staff	0	
No. of Fixed term contracted staff	U	

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 fixe	d 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)	2
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	Yes
role types other than those already listed?	
List the role title(s) and a brief description of the role responsibilities.	Groundsperson - maintaining the external environment of the home.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
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No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 0 0 0 1 0 0 0 0 0 1 Training is modified to the learning style of the employee. 1 1
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 0 0 0 0 0 0 0 0 0 0 0 1 1 0 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 0 1 1 0 0 0 0 1 1 1 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1

No. of full-time staff (35 hours or more per week)	0
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	1
No. of staff working toward required/recommended	0

### Service Profile

# Service Details

Ν

provided?

Other languages used in the provision of the service

Name of Service	Hafan Deg Residential Care Home
Telephone Number	01570422565
What is/are the main language(s) through which your service is	Welsh Medium and English Medium

None

# Service Provision

ł	People Supported	
	How many people in total did the service provide care and support to during the last financial year?	20

## Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

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?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support o r any element of the service. These include the following; - Resident's meetings - At least twice yearly questionnaires as part of capturing views fo r the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern al ong with how to make a complaint.

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
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	Hafan Deg has extensive refurbishment work on-going and the ou tside space has been required to temporally be re-located in this period.
Provide details of any other facilities to which the residents have access	The residents have access to a Garden room and are able if they wish to access the wider community. Lampeter town offers a rang e of shops, cafes, places of worship, hairdressers and wellbeing f acilities.

#### 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)	Yes
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.	The Active Offer is available to all residents and their families, a nd they can choose their language of choice for their care and support. Residents are able to complete all assessment and ad
	mission documents through the medium of Welsh and English.
	At Hafan Deg we focus on putting the person who is in receipt o
	f care services at the centre, making them the most important p
	art of the process. This means that care is personalised and tai lored to each person's individual needs and preference.
	fored to each person's individual needs and preference.
	We strive to ensure that we capture the residents voice and vie
	ws on a wide range of aspects relating to their day to day, physi
	cal and mental wellbeing along with their care and support nee ds.
	"Signs of Safety", which is strength-based model is used to help
	professionals build strong relationships with individuals so that
	staff can focus on 'what works' in any given situation.
	Regular updates and review of care and support plans take pla
	ce, and we encourage the residents to be actively involved. Re
	sidents can also request a family member or friend to join them in the review if they wish.
	One-page profiles are being implemented for all residents highli
	ghting their likes, dislikes and what matters to them. This simple
	profile summarises what is important to an individual and explai
	ns how they want to be supported. Residents can use the one- page profile to record how they would like to be helped and ide
	ntify if they need additional care or support. At Hafan Deg we st
	rive to work with residents and families to complete "My life work
	" and we will continue to develop these for all residents.
	Following the Advanced Care Planning (ACP) training, staff eng
	age with residents and families and complete individualised AC P's. This provides the residents with the opportunity to discuss
	and plan with their loved ones what is important to them.
	Regular resident meetings take place which gives the residents
	an opportunity to make choice, express their views and actively
	encourages them to raise concerns and/or complaints. These
	meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activiti
	es, trips and changes to the environment.
	On a quarterly basis the Responsible Individual (RI) carries out
	their visit and will speak to a range of residents, families, staff a
	nd professionals. Along with twice yearly a questionnaire is sha red with residents, families, staff and professionals.

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 have an accessible and good working relationship with Bro Pedr Medical Practice, who provide virtual consultations, visits t o the home, designated telephone line for care homes, vaccina tion programme for influenza and COVID-19 along with regular medication reviews. All residents have had the opportunity to receive their COVID-1 9 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Adrian Thomas Pha rmacy, Lampeter. A number of Specialist Health Support services and teams are i nvolved in providing and supporting our residents in maintainin g good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enablin g them to use preventative measures that support our resident s in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry an d dietician specialist staff). All residents are registered with a community dentist and opticia ns, and repairs to hearing aids, glasses and dentures are easil y accessible via postal services. As an organisation we have access to a range of specialisms wi thin our Health and Safety team. They support the service user s and staff with manual handling, mobility, behavioural, risk ass essments, fire and any other regulatory aspects of the living an d working environment of the home. The home continues to uphold and promote a feeling of commu nity with regular activities, the residents enjoy mathematical g ames, reminiscence, sing a long's, writing letters to distant frien ds, playing Bingo, painting, jigsaws, growing home grown produ ce and making their own Caw. The residents enjoy annual celebrations and cultural themes fr om Birthday parties, St David Day, Santes Dwynwen, Valentine' s Day, Easter and Christmas Celebrations to arranging and hol ding their own Remembrance Service at the home. Often you wi Il see the whole home, residents and staff dress
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The extent to which people feel safe and protected from abuse and neglect.	All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date lisclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis. Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires a line registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes. All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager. There is a corporate induction process in place with role specific induction and competencies required to be completed for each nole within the care home. Staff have been appropriately trained in adult and child safeguarding alongside Whistleblowing ard other mandatory training. This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales afeguarding Procedures App. There is information within the him envitining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes or aise a compliment, complaint or concern. The RI and Managers assess all concerns and complaints as part of driving improvement within the home and to identify failing s in a system, policy or practice so that we can address them to prevent them from happening again or escalating. Residents are provided with a Welcome Pack on admission an are given details on how they or their family members/friends of an easie any concern or issue. Family members are encourage d to visit the home so that they can meet the staff, see what se vices are available and to satisfy themselves that their loved or eswould be happy within the environment being offered. Our Infection, Prevention and Controls (IP&C) protocol provide a mechanism for supporting day to
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	d complaints as they help us to learn, enabling us to improve. The home is set within the Market Town of Lampeter and offer access to a range of shops, library, hairdressers, cafes, cultur I and entertainment including a newly opened Wellbeing Hub. There are a number of areas within the home where residents an spend time socialising together (2 lounges and a conserva ry) or quieter spaces where they can spend time doing the thi gs that are important for them. All the bedrooms are single occupancy with some offering en- uites, with all equipped with profiling beds, and suitable furnitu e. Residents are encouraged to bring personal items with ther including photos that can be fitted on the walls. There is a nurse call system in place, with the ability to add ind vidualised sensors where the needs arise. Alongside this is a nge of equipment including hoists, sera steady's, tilt and spac and recliner chairs, lateral turning systems and other specialis equipment is used as and when required to support with the ir ividual needs of the resident. Training is delivered by our in-house Health and Safety Team nd allows the staff to learn and develop alongside colleagues a safe learning environment. The home uses a range of technology resources including Ma ic Carpet, Rita System and a range of sensory items. Gardening is very important to a number of our residents, and we are currently developing our garden to provide a safer and more accessible environment, supporting the resident's ability o spend time in the open air. Currently there is significant capital investment taking place at Hafan Deg including an evidenced based area to support indi duals living with dementia, along with significant upgrading for he main care home itself. This includes new flooring, door sets improved dining areas, communal space, activity spaces and 1 edrooms. Alongside this is a secure garden being available 247 7. The capital work will be completed in a phased approach to ake into account the safety and wellbeing of our service users Person

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)

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.

16

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			
		ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.			
	Filled and vacant posts				
	No. of staff in post	1			
	No. of posts vacant	0			
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categoria provided is only a sample of the training that may have been undertaken. Any training n can be added to 'Please outline any additional training undertaken pertinent for this role not outlined above'.				
	Induction	1			
	Health & Safety	1			
	Equality, Diversity & Human Rights	1			
	Infection, prevention & control	1			
	Manual Handling	1			
	Safeguarding	1			
	Medicine management	1			
	Dementia	1			
	Positive Behaviour Management	0			
	Food Hygiene	1			
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>QCF Level 5 - Diploma in Leadership for Health an d Social Care Services (Adults Residential Manage ment)</li> <li>QCF Level 5 - Diploma in Leadership for Health an d Social Care Services (Adults Advanced Practice)</li> <li>PG-Certificate - Person Centred Dementia Care.</li> <li>Advanced Medication Administration training</li> </ul>			
		All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.			
	Contractual Arrangements				

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0
staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
	sition as of the 31st March of the last financial year.
Filled and vacant posts	T
Filled and vacant posts No. of staff in post	1
·	
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma	1 0 ar for this role type.
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	1         0         ar for this role type.         vant training. The list of training categories         ay have been undertaken. Any training not listed
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No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	1         0         ar for this role type.         vant training. The list of training categories         ay have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	1         0         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         1         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	1         0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         1         1         1         1         1         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	1         0         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1         1         1         1         1         1         1         1         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	1         0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is         1         1         1         1         1         1         1         1         1         1         1         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	1         0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	1         0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	1         0         ar for this role type.         arant training. The list of training categories ay have been undertaken. Any training not listed rraining undertaken pertinent for this role which is         1
No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1         0         ar for this role type.         vant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         1

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)	0	
staff		
Outline below the number of permanent and fixe	d 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	
-	<u></u>	
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?	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	Yes	
type?		
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	5	
No. of posts vacant	1	
	<u> </u>	
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	
Equality, Diversity & Human Hights	<u> </u>	

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.	All Wales Induction Framework / Social Care Wales Induction Framework QCF Level 2 - Health and Social Care 4 x Level 3 - Health and Social Care Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.	
Contractual Arrangements		
No. of permanent staff	5	
No. of permanent staff No. of Fixed term contracted staff	0	
No. of volunteers	0	
	0	
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0	
staff	U	
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)	5	
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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.	
Staff Qualifications		
	e	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5	
No. of staff working towards the required/recommended qualification	0	
Other social care workers providing direct care		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
stated, the information added should be the posi		
stated, the information added should be the posi Filled and vacant posts		
	17	

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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
nfection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	15
Dementia	17
Positive Behaviour Management	14
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	13 x QCF Level 2 Health and Social Care Wales (a dditional 4 working towards their qualification) 5 x QCF Level 3 Health and Social Care Wales 16 x All Wales Induction Framework / Social Care Wales Induction Framework (additional 1 working t wards completion) 1 x QCF Level 3 Dementia Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discuss
Contractual Arrangements	ed at each supervision and annual appraisal.
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	staff
Typical shift patterns in operation for employed s 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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) 6 week rolling rota.
Set out the typical shift patterns of staff employed at the service in this role type. You should also nclude the average number of staff working in	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2)
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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2)
Set out the typical shift patterns of staff employed at the service in this role type. You should also nclude the average number of staff working in each shift. Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4/5 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) 6 week rolling rota.

Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
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.	All staff have additional training opportunities bas d on the needs of the residents and wider service nd organisational opportunities. Training is discu ed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	2
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers	0 0
No. of Fixed term contracted staff	0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 d term contact staff by hours worked per week.
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 d term contact staff by hours worked per week. 1
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 d term contact staff by hours worked per week. 1 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	0 0 0 0 d term contact staff by hours worked per week. 1 0 1
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 d term contact staff by hours worked per week. 1 0
No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	0 0 0 0 0 d term contact staff by hours worked per week. 1 0 1 2

Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Contractual Arrangements	nd organisational opportunities. Training is discued at each supervision and annual appraisal.
No. of permanent staff	5
No. of Fixed term contracted staff	0
	-
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	0 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	0 0 d term contact staff by hours worked per week. 1 1 3
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification	0 0 1 1 3 5

#### Service Profile

#### Service Details

Name of Service	Min y Mor Residential Care Home	

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	None

## Service Provision

People Supported		
How many people in total did the service provide care and support to during the last financial year?	35	

# Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

# 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?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support o r any element of the service. These include the following; - Resident's meetings - At least twice yearly questionnaires as part of capturing views fo r the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern al ong with how to make a complaint.

## Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are a number of areas that residents can access to enjoy t he outside space. The home offers a beautiful scenic view of Car digan bay. There is also a glass house an opportunities for hortic ultural activities.

The residents have access to the local town, seaside, shops and places of worship. Aberaeron primary school is located next to the residential care home, and intergenerational opportunities are alw
ays available.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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.

have choice about their care and support, and opportunities are made available to them. an choose their language of choice for their care and suppo Residents are able to complete all assessment and admission ocuments through the medium of Welsh and English. At Min y Mor we focus on putting the person who is in receipt care services at the centre, making them the most important rt of the process. This means that care is personalised and to ored to each person's individual needs and preference.
ocuments through the medium of Welsh and English. At Min y Mor we focus on putting the person who is in receip care services at the centre, making them the most important rt of the process. This means that care is personalised and t
care services at the centre, making them the most important rt of the process. This means that care is personalised and t
rt of the process. This means that care is personalised and t
We strive to ensure that we capture the residents voice and
ws on a wide range of aspects relating to their day to day, pr cal and mental wellbeing along with their care and support no
ds.
"Signs of Safety", which is strength-based model is used to h
professionals build strong relationships with individuals so th staff can focus on 'what works' in any given situation.
Regular updates and review of care and support plans take
ce and we encourage the residents to be actively involved in
esidents can also request a family member of friend to join the min the review if they wish.
One-page profiles are being implemented for all residents hi
ghting their likes, dislikes and what matters to them. This sim
profile summarises what is important to an individual and exp ns how they want to be supported. Residents can use the or
page profile to record how they would like to be helped and i
ntify if they need additional care or support. At Min y Mor we ve to work with residents and families to complete "My life wo
and we will continue to develop these for all residents.
Following the Advanced Care Planning (ACP) training, staff
able to engage with residents and families and complete indi ualised ACP's. This provides the residents with the opportun
to discuss and plan with their loved ones what is important to
em.
Regular resident meetings take place which gives the reside an opportunity to make choice, express their views and activ
encourages them to raise concerns and/or complaints. Thes
meetings are usually chaired by an independent individual fr
within the community. The meetings cover food choices, actives, trips and changes to the environment.
On a quarterly basis the Responsible Individual carry's out the
visit and will speak to a range of residents, families, staff and of of of the offersionals. Along with twice yearly a questionnaire is shared
th residents, families, staff and professionals.

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 have an accessible and good working relationship with Tar yfron Surgery, Aberaeron who provide virtual consultations, vis ts to the home and vaccination programme for influenza and C OVID-19 along with regular medication reviews. All residents have had the opportunity to receive their COVID- 9 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, A eraeron. A number of Specialist Health Support services and teams are nvolved in providing and supporting our residents in maintaining good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enabling them to use preventative measures that support our residents in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams. The Colorectal, dementia, palliative, lymphoedema, podiatry and dietician specialist staff). All residents are registered with a community dentist and optici ns, and repairs to hearing aids, glasses and dentures are easi y accessible via postal services. As an organisation we have access to a range of specialisms we thin our Health and Safety team. They support the service uses and staff with manual handling, mobility, behavioural, risk ass essments, fire and any other regulatory aspects of the living and working environment of the home. The home continues to uphold and promote a feeling of comm nity with regular interactions with a range of groups from within he community e.g., visits by school children from Aberaeron Pr mary School and local faith groups. As part of regular activities, the residents enjoy reminiscence, ing a long's, reading, playing Bingo, painting, jigsaws, growing home produce and trips out on the bus. The residents enjoy annual celebrations and cultural themes from Birthday parties, St David Day, Santes Dwynwen, Valenting s Day, Easter and Christmas Celebrations to arranging and ho
The extent to which people feel safe and protected from abuse and neglect.	ding their own Remembrance Service at the home. Often you ull see the whole home, residents and staff dressed up and enjoying their cultural heritage. All staff are recruited in accordance with the organisations Sel ction and Recruitment Policy. The staff all have an up-to-date
	isclosure and Barring Service (DBS) relevant to their role and hese are renewed on a 3 yearly basis. Staff required to register with Social Care Wales have either of mpleted their registration or are in the process. This requires a l registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes etc. All staff complete an Annual Appraisal and receive 6 weekly su pervisions with their line Manager. There is a corporate induction process in place with role specific induction and competencies required to be completed for ea h role within the care home. Staff have been appropriately trai ed in adult and child safeguarding alongside Whistleblowing a d other mandatory training. This ensures that all staff have been trained in relation to the gns of abuse and neglect and the procedures to follow if there s a need to raise concern. All staff have access to The Wales afeguarding Procedures App. There is information within the h me outlining how to contact the Safeguarding Team, the Resp nsible Individual or if the resident, family, staff or visitor wishes o raise a compliment, complaint or concern. The RI and Managers assess all concerns and complaints as art of driving improvement within the home and to identify failin s in a system, policy or practice so that we can address them to prevent them from happening again or escalating. Residents are provided with a Welcome Pack on admission an are given details on how they or their family members/friends of an raise any concern or issue. Family members are encouraged to visit the home so that they can meet the staff, see what se vices are available and to satisfy themselves that their loved of es would be happy within the environment being offered. Our Infection, Prevention and Controls (IP&C) protocol provide a mechanism for supporting day to day cleanliness across the home and to ensure that the staff have the appropriate tools a d resources for implementing increased me

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home is set within the Town of Aberaeron and offers acces s to a range of shops, hairdressers, cafes, bowls club and a ra nge of religious and cultural opportunities. There are a number of areas within the home where residents c an spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important f or them (including a small conservatory) All the bedrooms are single occupancy, except for one bedroo m that provides an opportunity for a husband and wife or siblin gs to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including ph otos that can be fitted on the walls. There is a nurse call system in place, with the ability to add indi vidualised sensors where the needs arise. Alongside this is a ra nge of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is utilised as and when required to support with the i ndividual needs of the resident. Training is delivered by our in-house Health and Safety Team a nd allows the staff to learn and develop alongside colleagues in a safe learning environment. Currently there is significant capital investment taking place at Min y Môr, this includes new flooring, door sets, improved dinin g areas, communal space, activity spaces and bedrooms. The capital work will be completed in a phased approach to take int o account the safety and wellbeing of our service users. The residents enjoy being able to sit outside in the garden area , and will enjoy barbeques in the summer. Alongside this is the opportunity for residents to enjoy the open space, where a num ber enjoy being able to walk outside maintaining and encompas sing their wellbeing. Person centred care recognises that life extends beyond the ca re home and engagement within the community is beneficial. C ommunity access and involvement has increased allowing resid ent

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)	22

and vacant posts, th	n requires you to answer questions about each staff type e training undertaken, the contractual arrangements in ered should relate to the period during which the staff n	place and the qualifications of those staff.
Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
		pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
ů	1
Safeguarding	1
Medicine management Dementia	1
	1
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 - Diploma in Leadership for Health ar d Social Care Services (Adults Residential Manage ment Wales & NI) QCF Level 3 Health and Social Care Wales All Wales Induction Framework Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
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 fixe	d term contact staff by hours worked per week.
	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	1 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	1 0 0 1

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial yea	r for this role type.
Set out the number of staff who undertook relevant provided is only a sample of the training that mat can be added to 'Please outline any additional transformation of the training that matching above'.	y have been undertaken. Any training not listed
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.	QCF Level 5 - Advanced Practitioner in Social Car QCF Level 5 - Children and Younger Adults QCF Level 3 Health and Social Care Wales Advanced Medication Administration training
	All staff have additional training opportunities base
Contractual Arrangements	d on the needs of the residents and wider service nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
Contractual Arrangements No. of permanent staff	nd organisational opportunities. Training is discus
, , , , , , , , , , , , , , , , , , ,	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         No. of staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager         No. of staff working toward required/recommended qualification to be registered with Social Care	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.

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
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
	l
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>1 x QCF Level 5 Diploma in Leadership for Health a nd Social Care Service</li> <li>1 x QCF Level 5 Health and Social Care Wales Ma nagement (Adults)</li> <li>4 x QCF Level 3 Health and Social Care Wales</li> <li>4 x AII Wales Induction Framework / Social Care W ales Induction Framework (included is 1 member of staff currently completing the qualification) Advanced Medication Administration training</li> <li>All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.</li> </ul>
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	6

· ·	ed 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)	4
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.	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 6 x 8am - 2.30pm (1 Level 3 & 5 Level 2) 5 x 2.30pm - 9pm (1 Level 3 & 4 Level 2) Rolling 6 week rota.
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	0
Other social care workers providing direct care	
	Vec
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
• · · · · · · · · · · · · · · · · · · ·	1
No. of staff in post	19
No. of staff in post No. of posts vacant	6
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	6 ar for this role type.
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	6 ar for this role type. rant training. The list of training categories ay have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	6 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	6 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	6 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 19 18
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	6         ar for this role type.         ant training. The list of training categories         ay have been undertaken. Any training not listed         raining undertaken pertinent for this role which is         19         18         18
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	6 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 19 18 18 19
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	6         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         19         18         19
No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevent         provided is only a sample of the training that marks         can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia	6         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         19       18         18       19         19       19         19       19         19       14
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	6         ar for this role type.         ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is         19       18         19       18         19       19         19       19         19       19         19       19         19       19         12       12
No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevent provided is only a sample of the training that marks are added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management         Food Hygiene	6         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         19       18         18       19         19       19         19       19         19       19         19       19         10       10
No. of staff in post         No. of posts vacant         Training undertaken during the last financial year         Set out the number of staff who undertook relevent         provided is only a sample of the training that many can be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding         Medicine management         Dementia         Positive Behaviour Management	6         ar for this role type.         ant training. The list of training categories and training undertaken. Any training not listed raining undertaken pertinent for this role which is         19       18         19       18         19       19         19       19         19       19         19       19         19       19         19       19         19       19         19       19         12       12

Contractual Arrangements	
No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed s	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.	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 6 x 8am - 2.30pm (1 Level 3 & 5 Level 2) 5 x 2.30pm - 9pm (1 Level 3 & 4 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion 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 Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	1
Safeguarding	
Saloguarang	3
Medicine management	3
Medicine management	0
Dementia	0
~	0

Please outline any additional training undertaker pertinent to this role which is not outlined above.	All staff have additional training opportunities ba d on the needs of the residents and wider servic nd organisational opportunities. Training is discu ed at each supervision and annual appraisal.
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 hour staff	rs) 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)	1
No. of part-time staff (16 hours or under per wee	k) 2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommende	ed 0
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate	Yes specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the	specifically to this role type only. Unless otherwise
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate	specifically to this role type only. Unless otherwise
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the	specifically to this role type only. Unless otherwise
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'.	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed hal training undertaken pertinent for this role which is
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed hal training undertaken pertinent for this role which is 4
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 4 4
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed hal training undertaken pertinent for this role which is 4 4 4 4
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 4 4 4 4 0
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed training undertaken pertinent for this role which is 4 4 4 4 0 0 0
Catering staff         Does your service structure include roles of this type?         Important: All questions in this section relate stated, the information added should be the         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial         Set out the number of staff who undertook reprovided is only a sample of the training that can be added to 'Please outline any addition not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling         Safeguarding	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed al training undertaken pertinent for this role which is 4 4 4 4 4 4 0 0 0
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate stated, the information added should be the Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial Set out the number of staff who undertook re provided is only a sample of the training that can be added to 'Please outline any addition not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	specifically to this role type only. Unless otherwise position as of the 31st March of the last financial year 4 1 year for this role type. elevant training. The list of training categories may have been undertaken. Any training not listed hal training undertaken pertinent for this role which is 4 4 4 4 0 0 0 4 0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Allergens Level 2 -Virus Awareness
	All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
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 fixe	d 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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended	0
qualification	
Qualification Other types of staff	

## Service Profile

ice Details		
Name of Service	Targeted Care and Enablement	
Telephone Number	01545574092	
M/hat is/and the main language (a) through which we we are in it	Welsh Medium and English Medium	
What is/are the main language(s) through which your service is provided?		

## Service Provision

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Fees Charged

The minimum hourly rate payable during the last financial year?	22.21
The maximum hourly rate payable during the last financial year?	22.21

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?	

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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

Г

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.	The Active Offer is available to all service users and their famili es, and they can to choose their language of choice for their ca re and support. Residents are able to complete all assessment and admission documents through the medium of Welsh and E nglish Currently approximately 82% of the team are bilingual and man y staff members are attending Welsh lessons at present to incr ease this figure which will aid service users and their families fu rther to use their language of choice daily. Regular updates and review of care and support plans take pla ce and we encourage the Service users to be actively involved and can also request a family member or a friend to join them i n the review if they wish. Regular updates and review of goals set with service users, an d their family are encouraged to be actively involved enabling s ervice users to make choices and express their views, and enc ouraged to raise concerns or complaint. On a quarterly basis the Responsible Individual carry's out their visit and will speak to a range of service users, families and staf f. Service users and their family members have an opportunity to complete a questionnaire at the end of our intervention to provi
	de feedback on the service they have been provided. This is a n area of work we are currently reviewing with the aim of makin g improvements to the way we engage over the next 12 months
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 have an accessible and good working relationship with colle agues from across Health and Social Care. A number of Specialist Health Support services and teams are i nvolved in providing and supporting our service users in mainta ining good health and wellbeing. Alongside their support the teams will always be there to offer g uidance, support, education and training to staff enabling staff t o use preventative measures that support our residents in impr oving their overall wellbeing. These teams include the Ot, Physios, who provide advice and s upport with community equipment and Aids to maintain indepen dence as well as Community District Nurses, Diabetic and Ment al Health Teams, The Colorectal, dementia, palliative, lymphoe dema, podiatry and dietician specialist teams. As an organisation we have access to a range of specialisms wi thin our Health and Safety team. They support the service user s and staff with manual handling, mobility, behavioural, risk ass essments and any other regulatory aspects of working in the co mmunity. Weekly Multi-Disciplinary Team (MDT) meetings take place incl uding colleagues from Health, this provides opportunity to probl em share and explore integrated approaches in meeting the ind ividual care and support needs of the service users. The focus of our interventions is to maximise on the service user's potenti al to become independent and maintain their health and wellbei ng.

The extent to which people feel safe and protected from abuse and neglect.	All staff are recruited in accordance with the organisations Sele ction and Recruitment Policy. The staff all have an up-to-date D isclosure and Barring Service (DBS) relevant to their role and t hese are renewed on a 3 yearly basis All existing staff are registered with Social Care Wales, and new staff have either completed their Awif or are in the process. All staff to continue their professional development to ensure that t hey are fit for the role and are up to date with any role specific or legislative changes. All staff complete an Annual Appraisal and receive 12 weekly s
	upervisions with their line Manager. There is a corporate induction process in place with role specific c induction and competencies required to be completed for eac h role Staff have been appropriately trained in adult and child s afeguarding alongside Whistleblowing and other mandatory training. This ensures that all staff have been trained in relation to the si gns of abuse and neglect and the procedures to follow if there i
	s a need to raise concern. All staff have access to The Wales S afeguarding Procedures App. Service Users are provided with an information pack which give s details on how they or their family members/friends are able t o raise an issue. Review of individual packages is undertaken b y the allocated Social Worker at week1 and 3 and at the end of our intervention which is usually week 6, if there are no ongoing long-term care and support identified.
	Our Infection, Prevention and Controls protocol provides a mec hanism for supporting and providing the necessary resources f or providing care and support in the community Keeping our service safe and protecting them from harm, abus e and neglect is of paramount importance to our service. We of fer an open and transparent service and welcome concerns an d complaints as they assist us to review and learn, enabling us to improve.

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	38
31 March)	

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
	pecifically to this role type only. Unless otherwise osition 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

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'.

not outlined above .	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM - Level Leadership and Management Vanguard training QCF Level 5
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           No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4

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'.

not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	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.	QCF Level 5
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	33
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories

not outlined above'.

Induction	33
Health & Safety	33
Equality, Diversity & Human Rights	33
Manual Handling	33
Safeguarding	33
Dementia	33
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Wales Induction Framework (AWIF) QCF Level 2 Staff are also provided training linked to the care a nd support needs of the service users as and wher required.
Contractual Arrangements	
No. of permanent staff	33
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	30
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 to be registered with Social Care Wales as a social care worker	31
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?	No
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 x Team Leaders (Registered with Social Care Wa les) Service coordination and business support.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 2 & 5
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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 fixe	d term contact staff by h
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
	0

#### Service Profile

Name of Service	Tregerddan Residential Care Home	
Telephone Number	01970828657	
	Welsh Medium and English Medium	
What is/are the main language(s) through which your service is provided?		

#### Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	57	
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F	Fees Charged	
	The minimum weekly fee payable during the last financial year?	760.00
	The maximum weekly fee payable during the last financial year?	812.00

Compl	laints
comp	

	-
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?	In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support o r any element of the service. These include the following; - Resident's meetings - At least twice-yearly questionnaires as part of capturing views fo r the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern al ong with how to make a complaint.

## Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There are a number of areas that residents can access to enjoy t he outside space. The home offers a beautiful scenic view twards Clarach, whilst bordering with the beautiful fields of Gogerddan. A recent addition which is popular with our train enthusiasts is the n ewly established Train Station which can be seen from the extern al areas of the home.
Provide details of any other facilities to which the residents have access	Cartref Tregerddan is suitably situated in the village of Bow Street , with residents having access to a range of convenience shops, p laces of worship and public transport (bus and train station) links. Aberystwyth town is only a short distance away and hosts a Gene ral Hospital, National Library of Wales along with a cinema, theatr e and library.

#### 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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Information White Board

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.	The Active Offer is available to all residents and their families, a nd they can choose their language of choice for their care and support. Residents are able to complete all assessment and ad mission documents through the medium of Welsh and English. At Tregerddan we focus on putting the person who is in receipt of care services at the centre, making them the most important part of the process. This means that care is personalised and t ailored to each person's individual needs and preference.
	We strive to ensure that we capture the residents voice and vie ws on a wide range of aspects relating to their day to day, physi cal and mental wellbeing along with their care and support nee ds.
	ds. "Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation. Regular updates and review of care and support plans take pla ce and we encourage the residents to be actively involved. Res idents can also request a family member or friend to join them i n the review if they wish. One-page profiles are being implemented for all residents highli ghting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explai ns how they want to be supported. Residents can use the one- page profile to record how they would like to be helped and ide ntify if they need additional care or support. At Tregerdan we strive to work with residents and families to complete "My life wo rk" and we will continue to develop these for all residents. Following the Advanced Care Planning (ACP) training, staff can engage with residents and families and complete individualised ACP's. This provides the residents with the opportunity to discu ss and plan with their loved ones what is important to them. Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activiti es, trips and changes to the environment. On a quarterly basis the Responsible Individual carries out their
	visit and will speak to a range of residents, families, staff and pr ofessionals. Along with twice yearly a questionnaire is shared wi th residents, families, staff and professionals

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 have an accessible and good working relationship with a ra nge of general practices in the Aberystwyth area. They all provi de virual consultations, visits to the home and vaccination prog ramme for influenza and COVID-19 along with regular medication n reviews. All residents have had the opportunity to receive their COVID-1 9 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, Ab erystwyth. A number of Specialist Health Support services and teams are i nvolved in providing and supporting our residents in maintainin g good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enablin g them to use preventative measures that support our resident s in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry an d dietician specialist staff). All residents are registered with a community dentist and opticia ns, and repairs to hearing aids, glasses and dentures are easil y accessible via postal services. Tregerddan offer's 6 Step Up/Step Down/Step Across beds. It is overseen by a specific Multi-Disciplinary Team that provides on -going oversight to ensure timely assessment and discharge. T hese beds provide a six-week maximum stay and support indivi dual's to recover and advance in the most appropriate setting f or their care and support needs. This project has been running since January 2023 and remains in a pilot phase. As an organisation we have access to a range of specialisms wi thin our Health and Safety team. They support the service user s and staff with manual handling, mobility, behavioural, risk ass essments, fire and any other regulatory aspects of the living an d working environment of the home. The home continues to uphold and promote a feeling of commu- nity with regular interactions with a range of groups from within the community e.g., visits by local fa
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The extent to which people feel safe and protected from abuse and neglect.	All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date I isclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis. Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires a I registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes etc. All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager. There is a corporate induction process in place with role specific c induction and competencies required to be completed for each nole within the care home. Staff have been appropriately trair ed in adult and child safeguarding alongside Whistleblowing ard other mandatory training. This ensures that all staff have been trained in relation to the signs of abuse and neglect and the procedures to follow if there is a need to raise concern. All staff have access to The Wales 3 afeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes o raise a compliment, complaint or concern. The RI and Managers assess all concerns and complaints as p art of driving improvement within the home and to identify failing. S in a system, policy or practice so that we can address them to prevent them from happening again or escalating. Residents are provided with a Welcome Pack on admission and are given details on how they or their family members/friends c an raise any concern or issue. Family members are encourage d to visit the home so that they can meet the staff, see what se vices are available and to satisfy themselves that their loved or es would be happy within the environment being offered. Our Infection, Prevention and Controls (IP&C) protocol provide a mechanism for support
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	to improve. The home is set within the village of Bow Street and offers acc ss to a range of small convivence shops. There are a number of areas within the home where residents an spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important or them (including sitting in the cosy conservatory). One lounge provides a kitchenette that allows the residents to make their own drinks and / or snacks. All the bedrooms are single occupancy, except for one bedroom m that provides an opportunity for a husband and wife or sibling gs to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including pi otos that can be fitted on the walls. There is a nurse call system in place, with the ability to add indi- vidualised sensors where the needs arise. Alongside this is a inge of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialis equipment is utilised as and when required to support with the ndividual needs of the resident. Training is delivered by our in-house Health and Safety Team nd allows the staff to learn and develop alongside colleagues is a safe learning environment. Currently there is significant capital investment taking place at Tregerddan, this includes new flooring, door sets, improved di ng areas, communal space, activity spaces and bedrooms. Th capital work will be completed in a phased approach to take in o account the safety and wellbeing of our service users. The residents enjoy being able to sit outside in the garden are and will enjoy barbeques in the summer. Alongside this is the of portunity for residents to enjoy the open space, where a num- er enjoy being able to walk outside maintaining and encompass ing their wellbeing. Person centred care recognises that life extends beyond the of re home and engagement within the community

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 35 31 March)

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		
		nportant: All questions in this section relate specifically to this role type only. Unless otherwise tated, 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		
	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.	QCF Level 5 - Health and Social Care Residential Diploma in Nursing Advanced Medication Administration training		
		All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.		
	Contractual Arrangements			
	No. of permanent staff	1		
	No. of Fixed term contracted staff	0		

	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixe	d 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	
	L	
Deputy service manager		
Does your service structure include roles of this	Yes	
type?		
Important: All questions in this section relate spe stated, the information added should be the pos	critically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Training undertaken during the last financial yea	ar for this role type.	
Set out the number of staff who undertook releve provided is only a sample of the training that ma	ant training. The list of training categories	
Set out the number of staff who undertook relevant provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1	
Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1	

Contractual Arrangements			
	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?	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		
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			
• ·	4		
No. of staff in post	4 3		
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra	3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may	3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra	3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed		
No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	3 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is		

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.	3 x QCF Level 3 Health and Social Care (additional 1 in progress) 4 x QCF Level 2 Health and Social Care All Wales Induction Framework / Social Care Wales Induction Framework Advanced Medication Administration training All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
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 fixe	d 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)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed s	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.	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ition as of the 31st March of the last financial year.
stated, the information added should be the pos	

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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul> <li>9 x QCF Level 2 - Health and Social Care (8 addit nal currently completing their Level 2)</li> <li>16 x All Wales Induction Framework / Social Care Wales Framework</li> <li>Advanced Medication Administration training</li> <li>All staff have additional training opportunities bas d on the needs of the residents and wider service nd organisational opportunities. Training is discus ed at each supervision and annual appraisal</li> </ul>
Contractual Arrangements	
No. of permanent staff	5
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	8
Outline below the number of permanent and fixe	d 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)	2
Typical shift patterns in operation for employed	staff
Typical shift patterns in operation for employed s 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 3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
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	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2)
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.	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2)
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 Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
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 Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	3 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	0
Safeguarding	1
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.	All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
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 hour staff	s) 0
Outline below the number of permanent and t	ixed 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)	2
No. of part-time staff (16 hours or under per week	
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommende qualification	d 0
Catering staff	
Does your service structure include roles of this	Yes

No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	0
Manual Handling	0
Safeguarding	5
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.	-Allergens Level 2 -Virus Awareness All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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)	4
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.	Grounds person - maintaining the external environ ment of the home.

Training undertaken during the last financial year for this role type.         Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above.         Induction       1         Health & Safety       1         Equality, Diversity & Human Rights       1         Infection, prevention & control       0         Manual Handling       0         Safeguarding       1         Medicine management       0         Dementia       0         Positive Behaviour Management       0         Food Hygiene       0         Please outline any additional training undertaken perfinent to this role which is not outlined above.       All staff have additional annual appraisal.         Contractual Arrangements       0         No. of permanent staff       1         No. of Rised term contracted staff       0         No. of Fued term contracted staff       0         No. of full-time staff (17-34 hours or more per week)       0         No. of full-time staff (16 hours or under per week)       0         No. of staff who have the required qualification       1         No. of staff who have the required qua	No. of posts vacant	0	
Health & Safety       1         Equality, Diversity & Human Rights       1         Infection, prevention & control       0         Manual Handling       0         Safeguarding       1         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.       All staff have additional training opportunities base d on the needs of the residents and wder service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       No. of permanent staff       1         No. of remanent staff       1       No. of Agency/Bank staff       0         No. of Agency/Bank staff       0       No. of Non-guaranteed hours contract (zero hours)       0         Staff       0       Outline below the number of permanent and fixed term contact staff by hours worked per week.         No. of part-time staff (17-34 hours per week)       0       0         No. of staff who have the required qualification       1       No. of staff working toward required/recommended	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		
Equality, Diversity & Human Rights       1         Infection, prevention & control       0         Manual Handling       0         Safeguarding       1         Medicine management       0         Dementia       0         Positive Behaviour Management       0         Protese outline any additional training undertakem pertinent to this role which is not outlined above.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       No. of permanent staff       1         No. of permanent staff       1       No. of volunteers       0         No. of Agency/Bank staff       0       No. of Non-guaranteed hours contract (zero hours)       0         Staff Qualifications       1       No. of part-time staff (17-34 hours per week)       1         No. of staff who have the required	Induction	1	
Infection, prevention & control       0         Manual Handling       0         Safeguarding       1         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.       All staff have additional training opportunities base do on the needs of the residents and wider service a do regrainstional opportunities. Training is discuss ed at each supervision and annual appraisal.         Image: Contractual Arrangements       No. of permanent staff       1         No. of permanent staff       0       No. of Non-guaranteed hours contract (zero hours)         No. of Agency/Bank staff       0       No. of Non-guaranteed hours or more per week)         No. of part-time staff (17-34 hours per week)       1       No. of staff who have the required qualification         No. of staff working toward required/recommended       0       1       No. of staff working toward required/recommended	Health & Safety	1	
Manual Handling       0         Safeguarding       1         Medicine management       0         Dementia       0         Positive Behaviour Management       0         Food Hygiene       0         Please outline any additional training undertaken perlinent to this role which is not outlined above.       All staff have additional training opportunities base do n the needs of the residents and wider service a do roganisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Image: Contractual Arrangements       No. of permanent staff       1         No. of permanent staff       0       No. of volunteers         No. of Agency/Bank staff       0       No. of Non-guaranteed hours contract (zero hours)         No. of part-time staff (17-34 hours per week)       1       No. of part-time staff (16 hours or under per week)         No. of staff who have the required qualification       1       No. of staff working toward required/recommended	Equality, Diversity & Human Rights	1	
Safeguarding       1         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.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Image: Contractual Arrangements       1         No. of permanent staff       1         No. of fixed term contracted staff       0         No. of Agency/Bank staff       0         No. of Agency/Bank staff       0         No. of full-time staff (17-34 hours or more per week)       0         No. of part-time staff (17-34 hours per week)       1         No. of part-time staff (16 hours or under per week)       0         No. of part-time staff (16 hours or under per week)       0         No. of staff Wuelifications       1         No. of staff woh have the required qualification       1         No. of staff working toward required/recommended       0	Infection, prevention & control	0	
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.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discusse ed at each supervision and annual appraisal.         Image: Contractual Arrangements       Image: Contractual Arrangements         No. of permanent staff       1         No. of Fixed term contracted staff       0         No. of Agency/Bank staff       0         No. of Agency/Bank staff       0         No. of full-time staff (17-34 hours contract (zero hours))       0         staff       1         No. of part-time staff (17-34 hours per week)       1         No. of part-time staff (16 hours or under per week)       0         No. of staff Qualifications       0         No. of staff woh have the required qualification       1         No. of staff working toward required/recommended       0	Manual Handling	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.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       No. of permanent staff       1         No. of permanent staff       0       0         No. of volunteers       0       0         No. of Agency/Bank staff       0       0         No. of full-time staff (35 hours or more per week)       0         No. of part-time staff (16 hours or under per week)       0         No. of staff Qualifications       1         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	Safeguarding	1	
Positive Behaviour Management       0         Food Hygiene       0         Please outline any additional training undertaken pertinent to this role which is not outlined above.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       No. of permanent staff       1         No. of Fixed term contracted staff       0       No. of Agency/Bank staff         No. of Agency/Bank staff       0       No. of Agency/Bank staff         Outline below the number of permanent and fixed term contact staff by hours worked per week.       No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       No. of staff who have the required qualification         No. of staff who have the required qualification       1	Medicine management	0	
Food Hygiene       0         Please outline any additional training undertaken pertinent to this role which is not outlined above.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       Image: Contractual Arrangements         No. of permanent staff       1         No. of rixed term contracted staff       0         No. of Agency/Bank staff       0         No. of Agency/Bank staff       0         No. of full-time staff (35 hours or more per week)       0         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       1         No. of staff who have the required qualification       1         No. of staff who have the required qualification       1	Dementia	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.       All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements       Image: Contractual Arrangements         No. of permanent staff       1         No. of permanent staff       0         No. of volunteers       0         No. of Agency/Bank staff       0         No. of Non-guaranteed hours contract (zero hours)       0         staff       0         No. of full-time staff (17-34 hours per week)       1         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       1         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	Positive Behaviour Management	0	
pertinent to this role which is not outlined above.       d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.         Contractual Arrangements	Food Hygiene	0	
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)       0         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)       1         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       1         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0		d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss	
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.       0         No. of full-time staff (35 hours or more per week)       0         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       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	Contractual Arrangements		
No. of volunteers       0         No. of Agency/Bank staff       0         No. of Non-guaranteed hours contract (zero hours)       0         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)       1         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	No. of permanent staff	1	
No. of Agency/Bank staff       0         No. of Non-guaranteed hours contract (zero hours)       0         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)       1         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	No. of Fixed term contracted staff	0	
No. of Non-guaranteed hours contract (zero hours)       0         Image: No. of Non-guaranteed hours contract (zero hours)       0         Image: No. of Staff (35 hours or more per week)       0         No. of full-time staff (35 hours or more per week)       0         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       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	No. of volunteers	0	
staff       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)       1         No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	No. of Agency/Bank staff	0	
No. of full-time staff (35 hours or more per week)       0         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       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0		0	
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       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	Outline below the number of permanent and fixed term contact staff by hours worked per week.		
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       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (16 hours or under per week)       0         Staff Qualifications       0         No. of staff who have the required qualification       1         No. of staff working toward required/recommended       0	,	1	
No. of staff who have the required qualification         1           No. of staff working toward required/recommended         0		0	
No. of staff working toward required/recommended 0	Staff Qualifications		
	No. of staff who have the required qualification	1	
		0	

## Service Profile

Service Details

Name of Service	Yr Hafod Residential Care Home

Telephone Number	01239612651
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	None

### Service Provision

## People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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### Fees Charged

The minimum weekly fee payable during the last financial year?	760.00
The maximum weekly fee payable during the last financial year?	812.00

#### 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?	In the last 12 months, there have been a number of opportunities for residents to be voice their views regarding the care and suppo rt or any element of the service. These include the following; - Resident's meetings - At least twice-yearly questionnaires as part of capturing views fo r the Quality-of-Care Report - On a quarterly basis through the Responsible Individual Visit. - All residents are made aware of how they can raise a concern al ong with how to make a complaint.

## Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
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	Yr Hafod has access to a large secured garden and patio area. T here is also a Green house, Garden room and ample space for re sidents to access the grounds of the home.
Provide details of any other facilities to which the residents have access	Residents have easy access to the wider community and nearby s hops and places of worship. There is access to additional facilities in Canolfan Meugan that is attached to the care home. This provi des opportunities for cooking, arts and craft and wider person cen tred activities.

# 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

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.	The Active Offer is available to all residents and their families a nd they can choose their language of choice for their care and support. Residents are able to complete all assessment and ad mission documents through the medium of Welsh and English. At Yr Hafod we focus on putting the person who is in receipt of care services at the centre, making them the most important pa rt of the process. This means that care is personalised and tail ored to each person's individual needs and preference.
	ored to each person's individual needs and preference. We strive to ensure that we capture the residents voice and vie ws on a wide range of aspects relating to their day to day, physi cal and mental wellbeing along with their care and support nee ds. "Signs of Safety", which is strength-based model is used to help professionals build strong relationships with individuals so that staff can focus on 'what works' in any given situation. Regular updates and review of care and support plans take pla ce and we encourage the residents to be actively involved. Res idents can also request a family member or friend to join them i n the review if they wish. One-page profiles are being implemented for all residents highli ghting their likes, dislikes and what matters to them. This simple profile summarises what is important to an individual and explai ns how they want to be supported. Residents can use the one- page profile to record how they would like to be helped and ide ntify if they need additional care or support. At Yr Hafod we stri ve to work with residents and families to complete "My life work" and we will continue to develop these for all residents. Following the Advanced Care Planning (ACP) training, staff are able to engage with residents and families and complete individ ualised ACP's. This provides the residents with the opportunity to discuss and plan with their loved ones what is important to th em. Regular resident meetings take place which gives the residents an opportunity to make choice, express their views and actively encourages them to raise concerns and/or complaints. These meetings are usually chaired by an independent individual from within the community. The meetings cover food choices, activiti es, trips and changes to the environment. On a quarterly basis the Responsible Individual carries out their
	visit and will speak to a range of residents, families, staff and pr ofessionals. Along with twice yearly a questionnaire is shared wi th residents, families, staff and professionals.

maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	ary Care and are supported by two General Practices; Meddyg a Emlyn and Cardigan Health Centre. Both practices provide virtual consultations, visits to the home a nd vaccination programme for influenza and COVID-19 along w th regular medication reviews. All residents have had the opportunity to receive their COVID-1 9 and Influenza vaccines in the comfort of their own home. Prescriptions are delivered to the home by Boots Pharmacy, Ha verfordwest. A number of Specialist Health Support services and teams are in nvolved in providing and supporting our residents in maintainin g good health and wellbeing. The teams will always be there to offer guidance, support, education and training to staff enablin g them to use preventative measures that support our resident s in improving their overall wellbeing. (These teams include the Community District Nurses, Diabetic and Mental Health Teams, The Colorectal, dementia, palliative, lymphoedema, podiatry and d dietician specialist staff). All residents are registered with a community dentist and opticia ns, and repairs to hearing aids, glasses and dentures are easil y accessible via postal services. As an organisation we have access to a range of specialisms w thin our Health and Safety team. They support the service user s and staff with manual handling, mobility, behavioural, risk ass essments, fire and any other regulatory aspects of the living and d working environment of the home. The home continues to uphold and promote a feeling of commu- nity with regular activities, the residents enjoy reminiscence, s ing a long's, reading, playing Bingo, painting, jigsaws, growing home grown produce and competing in local agricultural shows The residents enjoy annual celebrations and cultural themes fr om Birthday parties, St David Day, Santes Dwynwen, Valentine's Day, Easter and Christmas Celebrations to arranging and hol ding their own Remembrance Service at the home. Often you will see the whole home, residents and staff dressed
The extent to which people feel safe and protected from abuse and neglect.	Other you will see the whole home, residents and start dressed up and enjoying their cultural heritage. All staff are recruited in accordance with the organisations Selection and Recruitment Policy. The staff all have an up-to-date D isclosure and Barring Service (DBS) relevant to their role and these are renewed on a 3 yearly basis. Staff required to register with Social Care Wales have either completed their registration or are in the process. This requires a I registered staff to continue their professional development to ensure that they are fit for the role and are up to date with any role specific or legislative changes. All staff complete an Annual Appraisal and receive 6 weekly supervisions with their line Manager. There is a corporate induction process in place with role specific induction and competencies required to be completed for each hole within the care home. Staff have been appropriately traired in adult and child safeguarding alongside Whistleblowing and other mandatory training. This ensures that all staff have been trained in relation to the s gns of abuse and neglect and the procedures to follow if there s a need to raise concern. All staff have access to The Wales S afeguarding Procedures App. There is information within the home outlining how to contact the Safeguarding Team, the Responsible Individual or if the resident, family, staff or visitor wishes o raise a compliment, complaint or concern. The RI and Managers assess all concerns and complaints as p art of driving improvement within the home and to identify failing s in a system, policy or practice so that we can address them to prevent them from happening again or escalating. Residents are provided with a Welcome Packs on admission ard are given details on how they or their family members/friends can raise any concern or issue. Family members are encourage ed to visit the home so that the staff have the appropriate tools and resources for implementing increased measure if required

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home is set within the Town of Cardigan and offers access to a range of shops, hairdressers, cafes, bowls club and a rang e of religious and cultural opportunities. There are a number of areas within the home where residents c an spend time socialising together (3 lounges) or quieter space where they can spend time doing the things that are important f or them (including a small conservatory) All the bedrooms are single occupancy, except for one bedroo m that provides an opportunity for a husband and wife or siblin gs to remain together as a shared bedroom. All bedrooms are equipped with profiling beds, and suitable furniture. Residents are encouraged to bring personal items with them, including ph otos that can be fitted on the walls. There is a nurse call system in place, with the ability to add indi vidualised sensors where the needs arise. Alongside this is a ra nge of equipment including hoists, sera steady's, tilt and space and recliner chairs, lateral turning systems and other specialist equipment is utilised as and when required to support with the i ndividualised needs of the resident. Training is delivered by our in-house Health and Safety Team a nd allows the staff to learn and develop alongside colleagues in a safe learning environment. Currently there is significant capital investment taking place at Yr Hafod, this includes new flooring, door sets, improved dining areas, communal space, activity spaces and bedrooms. The ca pital work will be completed in a phased approach to take into a coount the safety and wellbeing of our service users. The residents enjoy being able to sit outside in the garden area and will enjoy barbeques in the summer. Alongside this is the o poprtunity for residents to enjoy the open space, where a numb er enjoy being able to walk outside maintaining and encompass ing their wellbeing. Person centred care recognises that life extends beyond the ca re home and engagement within the community is beneficial. C ommunity access and involvement has increased allowing resid ent

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)	21

	requires you to answer questions about each staff type training undertaken, the contractual arrangements in	
The information enter	ed should relate to the period during which the staff m	ember 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 Diploma in Leadership for Health and Social Care Services (Adults Advanced Practice W ales &NI) BA Social Work (Wales)
	All staff have additional training opportunities base d on the needs of the residents and wider service nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Deputy service manager	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type?	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.

No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 5 Health and Social Care Managemen Adults) QCF Level 5 Health and Social Care Managemen Advanced Practice) Level 3 - Health and Social Care All Wales Induction Framework - Coaching and Ma ntoring ILM - Volunteer Management All staff have additional training opportunities base
	d on the needs of the residents and wider service nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
Contractual Arrangements	nd organisational opportunities. Training is discus
Contractual Arrangements No. of permanent staff	nd organisational opportunities. Training is discus
	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff         No. of Fixed term contracted staff         No. of volunteers         No. of Agency/Bank staff         No. of Non-guaranteed hours contract (zero hours) staff         Outline below the number of permanent and fixe         No. of full-time staff (35 hours or more per week)         No. of part-time staff (17-34 hours per week)         No. of part-time staff (16 hours or under per week)         Staff Qualifications         No. of staff who have the required qualification to be registered with Social Care Wales as a Service	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	nd organisational opportunities. Training is discus ed at each supervision and annual appraisal.

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
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	2
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	
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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 x QCF Level 3 Health and Social Care Wales 4 x All Wales Induction Framework / Social Care W ales Induction Framework 1 x QCF Level 3 Dementia
	All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discussed at each supervision and annual appraisal.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3

No. of part-time staff (17-34 hours per week)	1
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.	2 x 9pm - 8am (1 Level 3 & 1 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	5
Training undertaken during the last financial yea	
Set out the number of staff who undertook releva provided is only a sample of the training that ma	ant training. The list of training categories
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 16 16 16 16 16 16 16 16 16 16 12 13 14 12 3 x QCF Level 3 - Health and Social Care 13 x QCF Level 2 - Health and Social Care 13 x QCF Level 2 - Health and Social Care 13 x All Wales Induction Framework / Social Care Wales Induction Framework 1 x QCF Level 3 - Dementia All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss
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Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 16 16 16 16 16 16 16 16 16 12 13 14 12 3 x QCF Level 3 - Health and Social Care 13 x QCF Level 2 - Health and Social Care 13 x QCF Level 2 - Health and Social Care 13 x QCF Level 3 - Dementia All staff have additional training opportunities base d on the needs of the residents and wider service a nd organisational opportunities. Training is discuss ed at each supervision and annual appraisal.

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixe	d 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)	14
No. of part-time staff (16 hours or under per week)	1
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.	2 x 9pm - 8am (1 Level 3 & 2 Level 2) 4 x 8am - 2.30pm (1 Level 3 & 3 Level 2) 4 x 2.30pm - 9pm (1 Level 3 & 3 Level 2) Rolling 6 week rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0
type? Important: All questions in this section relate spe	
type? Important: All questions in this section relate spe	
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to	2 0 ar for this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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type?         Important: All questions in this section relate spectrates stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional to not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights	2 0 art for this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 art for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 2 2 1
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type?         Important: All questions in this section relate spectrates stated, the information added should be the post stated, the information added should be the post         Filled and vacant posts         No. of staff in post         No. of posts vacant         Training undertaken during the last financial years         Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional the not outlined above'.         Induction         Health & Safety         Equality, Diversity & Human Rights         Infection, prevention & control         Manual Handling	2       0         2       0         art for this role type.       0         art training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2       1         1       0
type?         Important: All questions in this section relate spectrates stated, the information added should be the possing stated, the information added should be the possing stated, the information added should be the possing stated, the information added should be the positive states and the post states in the post post states in the post is only a sample of the training that matcan be added to 'Please outline any additional the provided is only a sample of the training that matcan be added to 'Please outline any additional the provided above'.         Induction       Health & Safety         Equality, Diversity & Human Rights       Infection, prevention & control         Manual Handling       Safeguarding         Medicine management       Dementia	2       0         2       0         ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is         2       1         2       0         1       0         1       1         0       1
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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 fixe	d 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)	2
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	1
Catering staff	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	6
No. of staff in post No. of posts vacant	0
Training undertaken during the last financial year	
Set out the number of staff who undertook relev provided is only a sample of the training that ma	ant training. The list of training categories
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	0
Manual Handling	0
Safeguarding	6
Medicine management	0
Medicine management Dementia	0 0
č	
Dementia	0
Dementia Positive Behaviour Management	0 0

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
Outline below the number of permanent and fixed	d term contact staff by hours worked per wee
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)	2
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Other types of staff	