

Annual Return 2022/2023

Provider Information to be published

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

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

Provider name:	Dormy Care Communities Ltd	
The provider was registered on:	19/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Foxhunters Care Community	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	19/11/2018
	Responsible Individual(s)	Helen Davies-Parsons
	Manager(s)	Leah Mort
	Maximum number of places	70
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff undertake a comprehensive induction programme on commencement of employment. This includes the essential training e.g. moving and handling, fire, health and safety as well as all core subjects required to meet the All Wales Induction Framework. There is a trainer employed on a full time basis to deliver training and also support with QCF qualifications. All staff have an annual appraisal which identifies training needs and we support all staff wishing to undertake training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a full complement in staff in most departments most of the time. Any vacancies are advertised and recruited into as quickly as possible. All staff are paid a minimum of £11 per hour from 1st January 2023 and our terms and conditions are extremely favourable. Our T and Cs for registered nurses is the equivalent to Band 7 Af G rate. We offer a supportive work environment and ensure that we care and respect all staff. Additional support with cost of living has been introduced in 2023

Service Profile

Service Details

Name of Service	Foxhunters Care Community
Telephone Number	01873739276
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	162
--	-----

Fees Charged

The minimum weekly fee payable during the last financial year?	1434
The maximum weekly fee payable during the last financial year?	1540

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The R.I visits the home on a regular basis. Additionally, other members of the support team visit the home. All visiting team members speak with the residents directly and ask their views on the care and service they are receiving.</p> <p>Additionally, there is a residents meeting every month which the manager attends. Any issues raised are addressed asap.</p> <p>A dining experience audit is undertaken on a weekly basis which gathers views specifically on the meal service and food standards.</p> <p>A residents survey in the form of a questionnaire is undertaken on an annual basis and the findings and comments shared with the manager. An action plan is formulated to address any issues highlighted. A similar questionnaire is issued to relatives so that those who lack capacity are able to have their voices heard.</p> <p>There is a comments box at reception which is available for anyone to put their comments in. This is reviewed by the manager on a regular basis.</p>

Service Environment

How many bedrooms at the service are single rooms?	70
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	70
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	<p>The home has a number of safe outdoor spaces that are available to all residents living in the home.</p> <p>The rear gardens are extensive and are enclosed with locked gates which can only be opened with a key pad. The gardens have numerous areas within them which encourage residents to take part in gardening projects with support as necessary.</p> <p>All of the rooms on the ground floor have a lockable door that leads out onto a small paved area. If appropriate and safe, residents can access these areas freely at their leisure.</p> <p>There is a patio area outside the bar which has furniture available for residents to sit and enjoy the weather when able to.</p> <p>The dining rooms and one of the lounges on the first floor have access to balconies which can be accessed from the room.</p> <p>Throughout the garden area, there are various seating areas for residents to use.</p>

Provide details of any other facilities to which the residents have access

Within the home, residents have a number of communal areas which they can use at their leisure.
 Apart from the lounge and dining rooms, residents can access the bar area within which there is a cinema screen where films and programmes of interest are shown on a daily basis.
 The coffee shop in the reception area is always available and has a coffee machine that residents can use independently or with staff support. A range of activities are undertaken in the coffee shop area.
 There is also an activities room where activities are also undertaken. Within the room, there is a Tovertafel (magic table) which is a specialist activity designed for people living with dementia.
 There is a gym which is equipped with a range of equipment designed for elderly people.
 A hairdressing salon is available with a hairdresser who is employed on 3-4 days per week.

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	Communication cards, I pads,

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.

Prior to admission, a comprehensive pre admission assessment is undertaken to ensure that the needs of the person can be met. At this point, it is also determined what their wishes are with regards to being admitted to the home and the care choices they have (in the case of those who lack capacity, their representative will be consulted). Their individual plan of care and associated risk assessments are formulated with the person (or their representatives') involvement.

If required, a Dols application is made.

Residents are consulted with by all staff who have any contact with them at any time. There is a Resident of the Day system in place which involves a day designated to addressing the care and service standards of the individual.

All visiting team members speak with the residents and gather their views on the standards of care and service they are receiving.

A variety of audits are undertaken on a weekly/monthly basis which cover all aspects of care and service standards within the home.

On an annual basis, a residents satisfaction survey is undertaken. A similar one is also sent to relatives/representatives of the residents as well as professionals and staff members working in or supporting the home.

Some comments received from residents in the latest survey are as follows: -

'I have been here a long time and I am very happy here'

'All the staff are wonderful. They take such good care of me. I like living here'

'The staff are excellent. I really enjoy the food. It's like a 5 Star hotel'

'I think this is the best place I could be apart from home. The staff look after me very well'

Relatives comments: -

'Always very friendly and helpful. They are amazing with my mother'

'Sister xx seems happy if not a little bored at times. Would like to see more trips out in the summer'

'Staff are very attentive and are friendly. Nothing too much trouble. Thank you very much for looking after my relative'

Staffing levels are appropriate for the needs of those in the home at any one time. A dependency tool is used to determine the needs of the residents and compared to the staffing levels deployed. Staffing levels are consistently higher than that deemed appropriate by the tool.

Staffing is arranged across all departments in the home which includes nursing, care, catering, domestic, laundry, maintenance, activities, management, administration.

All staff work together as one team to ensure that the needs of those living in the home are met holistically.

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.

All residents have care plans and risk assessments completed according to their needs and wishes. These are reviewed following admission and as needs change. They are also reviewed on a monthly basis as a minimum.

Residents lifestyle choices are recorded and risk taking is managed appropriately. The ability of the resident to make 'unsafe' choices is recognised and managed effectively when required. A sample of these documents are audited on a weekly basis and generally, standards are maintained at a high level.

All residents are registered with a local GP practice and have access to health professionals when needed. This is supported by the qualified nursing and senior care team in the home who are able to facilitate visits/calls regarding the persons health needs.

Team members also access other services are required e.g. tissue viability, SALT, Dietician.

The home employs a retained podiatrist who visits the home to attend to residents needs on a monthly - 6 weekly basis.

Feedback from professionals involved in the home are as follows:

'The staff are very caring and conscientious' - Physio

The staff are really supportive and it's a pleasure to come here to do my ward rounds' ANP of local GP practice.

'I can honestly say that the personal care the staff provide is excellent' - Podiatrist.

The home also accesses a visiting optical care company who visit on a regular basis.

There are regular exercise classes in the home which include chair exercises, chair ballet, Tai Chi, meditation and yoga. Residents are encouraged to attend and many say that they enjoy these sessions.

Residents are also supported to use the gym in the home.

The home has its own minibus which is able to take residents out for day trips to local places of interest or shopping malls which residents enjoy very much.

There are two employed activities organisers in the home who timetable a variety of activities on a daily basis. These include musical entertainment, quizzes, daily word searches, arts and crafts sessions, book club, meditation to name but a few. There is a digital activities system (Oomph) which enables even bed bound residents access.

Hairdressing and manicures are available during the week and team members support residents to take advantage of these services.

There are Resident Ambassadors within the home who take a lead on a variety of subjects e.g. Welsh language promotion, gardening, Knit and natter sessions. Those involved have told me that they love undertaking the role.

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

The home has robust policies and procedures in place to protect the residents from abuse and neglect. These are reviewed on a regular basis to ensure that they remain appropriate and according to the relevant legislation

Care plans and risk assessments are completed and reviewed monthly as a minimum to ensure that they remain relevant and accurate. These are also audited at times throughout the month by both the registered manager and at the time of the provider visit. Standards are generally good and any improvements required are always identified and fed back to the team members to address.

Residents have a key worker named and identified to them.

All staff members undertake training in a variety of subjects which form both legislative and non-legislative training e.g. Moving and Handling, Abuse, Safeguarding, Dols. This is delivered via an elearning system. There is currently 100% compliance with the training. Additionally, the employed home trainer delivers training in various topics relevant to the home.

All care staff members are registered with Social Care Wales. A number of staff are undertaking vocational qualifications at different levels.

There is a zero tolerance of abuse of any form.

All new team members have a robust pre employment check undertaken which includes a DBS and references from previous employers.

Staff are told that they must report any issues that may be abusive or disrespectful to the person e.g. inappropriate language being used, inappropriate handling.

Any issues of safeguarding are reported to the authority at the earliest possible opportunity. There are currently 2 matters open to investigation.

Notifications are made to CIW by the registered manager or deputy as required e.g. deaths, pressure damage, accidents, events affecting the safe running of the service. There are no issues ongoing at present.

There is a whistle blowing policy in place and staff are fully aware of this. Posters are placed in staff areas within the home.

There have not been any whistleblowing concerns raised to CIW during the past 12 months.

The RI is well known to and accessible to all staff via email or telephone and staff know that they can escalate any concerns to her if necessary.

Satisfaction survey results are reviewed and any issues raised addressed.

Most recent comments are mostly positive. Some negative comments regarding food choices have been addressed with those concerned and will be monitored in the future.

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

The home is very well presented and remains at a very high standard of decor.
 The employed maintenance manager ensures that all remedial works are addressed asap.
 There is an ongoing internal decoration programme in place and the standards remain high.
 Furniture and fittings are appropriate for the needs of those living in the home and are in a good state of repair and condition.
 All equipment is serviced as per the specific schedule for the specific piece of equipment. Certificates are kept to evidence this.
 All required equipment is accessed as soon as the need is identified.
 All individual bedrooms provide very comfortable accommodation. Many residents have personalised their rooms with their own ornaments, pictures or furniture.
 The communal areas are spacious and varied and include a coffee shop, bar, gym, lounges and quiet areas through the home for residents to access and enjoy at their leisure.
 Families are welcomed and can meet with their loved ones in a place that is suitable for them.
 There is a private dining area which is accessed by many for special events e.g. birthdays or simply to welcome families for a meal together.
 There is no restriction of movement between units or floors. Anyone living in the home is free to access any area and any support needed is available.
 The home is safe and secure. The front door is key pad controlled to ensure that all visitors are accounted for at all times. There is a GDPR signing in book in place at the front door.
 All external doors are connected to the fire alarm system and staff are alerted if any door is opened at any time.
 The home has it's own mini bus to enable residents to access the local community or places of interest.
 There are many community groups that visit the service including a prayer group, local artists and the local school who visit with the children and enjoy shared activities with residents e.g. a reading group, life story telling. This is enjoyed by the children and the residents alike.
 The home has various initiatives during the year which give an opportunity for everyone living and working in the home to have fun and learn e.g. cruise week, train journey, summer holiday - where a number of different countries are 'visited' during the week and the local food, culture and history is sampled. Feedback is very positive on this.
 Celebration days are held frequently when residents and their loved ones are invited to enjoy the hospitality offered.

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)	63
--	----

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

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

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management training with wider company on specific areas pertaining to staff management and leadership, appraisal and supervision training, financial management training.

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
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.	Syringe Driver training, Catheterisation, Oxygen administration, Skin Integrity, IDDSI, Vegetarian pledge, Appraisal and Supervision, Safeguarding, Wound Care, First Aid, Fire Warden training,

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	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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	15
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	11
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	10
Medicine management	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work, Fire Safety, Principles and Values, mental Health and Well being, H & S Care qualifications, Continence management, I Stumble, Advanced care planning, Mouth Care, PCS, Mangar Camel, deteriorating residents, Dysphagia and IDDSI, Food hygiene, Food allergens, Professional Boundaries, Well being, Vegan and vegetarian pledge, End of Life.
<p>Contractual Arrangements</p>	
No. of permanent staff	14
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	13
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08.00- 20.00 - 4 20.00-08.00 - 1
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work, Fire Safety, Principles and Values, mental Health and Well being, Continence management, I Stumble, Advanced care planning, Mouth Care, PCS, Mangar Camel, deteriorating residents, Dysphagia and IDDSI, Food hygiene, Food allergies, Professional Boundaries, Well being, Vegan and vegetarian pledge, End of Life.
Contractual Arrangements	
No. of permanent staff	9
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
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.	07.45 - 20.00 - 2 19.45 - 08.00 - 1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	40
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	19
Health & Safety	40
Equality, Diversity & Human Rights	40
Infection, prevention & control	40
Manual Handling	40
Safeguarding	40
Medicine management	0
Dementia	40
Positive Behaviour Management	40
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Principles and Values, Mental Health and Well being, H & S. Care qualifications Level 2 & 3, Continence management, I Stumble, Mouth Care, PCS, Mangar Camel, deteriorating residents, Dysphagia and IDDSI, Food hygiene, Food allergens, Professional Boundaries, Well being, Vegan and vegetarian pledge, End of Life.
Contractual Arrangements	
No. of permanent staff	39
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)	29
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	2

<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	08.00- 20.00 - 9 20.00-08.00 - 7
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	40
No. of staff working towards the required/recommended qualification	0
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	0
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Safety, Principles and Values, Mental Health and Well being, Food hygiene, Food allergens, Professional Boundaries, Vegan and vegetarian pledge,
<p>Contractual Arrangements</p>	
No. of permanent staff	12
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work, Fire Safety, Principles and Values, Mental Health and Well being, Dysphagia and ID DSI, HACCP, Food allergens, Professional Boundaries, Well being, Vegan and vegetarian pledge, CO SSH.
Contractual Arrangements	
No. of permanent staff	11
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
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	12
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.	<p>Administrator - manages the administration aspects of the home e.g recruitment, finances, expenditure</p> <p>Admin Assistant - assists as above</p> <p>receptionist - meets and greets, answers telephone</p> <p>Maintenance manager - maintains the home maintenance including contracts, equipment, repairs, decoration</p> <p>Maintenance assistant - assists as above</p> <p>Gardener - maintains the gardens in the home</p> <p>Activities Co-Ordinator - organises and delivers range of activities daily</p> <p>Home Trainer - delivers training to staff team</p>
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	11
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work, Fire Safety, Principles and Values, mental Health and Well being, Mangar Camel, Dysphagia and IDDSI, Food hygiene, Food allergens, Professional Boundaries, Well being, Vegan and vegetarian pledge.
Contractual Arrangements	
No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5

No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0