

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:	GALLTFAENAN HALL LTD	
The provider was registered on:	26/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Galltfaenan Hall	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	26/04/2019
	Responsible Individual(s)	Angharad AdeyCaplan
	Manager(s)	Rachael Jones
	Maximum number of places	29
	Service Conditions	There are no conditions associated to this service
	The Old Rectory	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	26/04/2019
	Responsible Individual(s)	Angharad AdeyCaplan
	Manager(s)	William Roberts, Lowri Roberts
	Maximum number of places	9
	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	<p>The company completes in both homes a training needs analysis. This will be based on compulsory training and any specific requirements that may be needed to support our service users. Staff also have the opportunity to identify any training needs they may have during supervisions and appraisals.</p> <p>Once the analysis is complete a training plan is made to ensure all needs are met.</p> <p>We use a number of different methods to complete training including online, outside agencies and in house.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Like many in the sector recruiting staff can be difficult and we use social media, job centre and word of mouth to recruit.</p> <p>It is easier to retain staff and Galltfaenan Hall Limited is proud of the relative low turnover of staff.</p> <p>It can be difficult due to financial restraints to pay as much as other sectors, we always attempt to reward our staff as much as possible. We try to be flexible in working patterns but also ensure that we have sufficient staff available to support our service users.</p>

Service Profile

Service Details

Name of Service	Galltfaenan Hall
Telephone Number	01745730077
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?	29
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Fees Charged

The minimum weekly fee payable during the last financial year?	627.11
The maximum weekly fee payable during the last financial year?	2242.20

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?	At Galltfaenan Hall the individuals in our care are of the paramount importance. All that live here are encouraged to express their views about the service, whether they are positive or negative. We attempt in a number of ways to support those in our care to voice their opinions, such as service user meetings, quality assurance questionnaires and also individuals taking the lead on their own care planning. It is important that individuals are given the opportunity to make choices in their life. The most recent quality assurance enquiries found that all service users that responded felt that their views were listened to in relation to the care that they receive.

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service users can make use of a large garden, much of which is lawned. In addition to this we have a walled vegetable garden that produces a great deal of the fruit and vegetables consumed at Galltfaenan. All individuals are encouraged to help in the garden if they wish to. We have a hardstanding area that is perfect for enjoying time outside, including barbeques. Galltfaenan Hall also has fields that can be accessed for walks.

Provide details of any other facilities to which the residents have access	<p>Many of our service users take part in activities offered by Cynnig , a not for profit organisation that provide support and activities for adults with a learning disability, autism and a mental health diagnosis. Cynnig provides a varied program, which includes classes in computing, music, drama and arts and crafts. In addition to this Cynnig also organise walks and trips on a monthly basis. There are also opportunities to attend college courses.</p> <p>At Galltfaenan Hall we also have animals that all encouraged to help care for. We have recently taken on four alpacas that can be taken for walks around the grounds.</p>
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Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The individuals at Galltfaenan Hall have the opportunity to express their views about the service and have choice about their care and support. Some of the individuals in our care are unable to give clear guidance on their care and we are reliant on assistance from their family, who are also able to give their views on the care and support given at Galltfaenan Hall.</p> <p>The service has a positive attitude to suggestions and complaints, from whatever source they come from. There is a robust complaints and whistle-blowing procedure that should give all those who use the service confidence that their concerns will be handled in a professional manner.</p> <p>There is evidence that suggestions that have been made in the past by those who use, work or come into contact with the service have been acted upon.</p> <p>Care at the service is provided in a person centred manner that means the primary focus of the service is on the individuals that use it. The individuals, if possible, are regarded as being the most important contributors to how their care should be delivered.</p> <p>There is a focus on developing the service and adapting to the changing needs and requirements of those that use the service. The primary aim of training within Galltfaenan Hall is that it reflects what is required by the service users, whether this is specific suggestions that have been made or to ensure that needs identified are met.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>For all people being happy and having good health and well-being is paramount. At Galltfaenan Hall we try our utmost to ensure that our service have an environment that promotes good health and well-being.</p> <p>We attempt to maintain good relations with the health professionals who care for those at Galltfaenan Hall but we are also aware that on occasions we have to act as advocates for those living at Galltfaenan Hall in their relations with health professionals. Our primary aim is to ensure that the health and well-being needs of the individuals in our care.</p> <p>As our staff team is stable it means that those who live at Galltfaenan Hall have consistent care delivered by a team that have over years built up an understanding of the needs of the people that they care for. This consistent care can mean in some cases we are able to intervene at an early stage when we believe that something is affecting the health or well-being of a service user.</p> <p>People who live at Galltfaenan Hall are supported to access work and educational opportunities. There is an emphasis placed on this as it can be important to individuals to have something to focus upon. We attempt to provide an atmosphere that encourages those in our care to engage in activities that they enjoy but of course not feel compelled to take part in.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Galltfaenan Hall has a robust set of policies and procedures in place to protect the individuals that live at the service from abuse and neglect. There is a zero tolerance attitude to behaviour that could be seen as being abusive or could be considered neglect.</p> <p>The service is proud that it has had no cases of neglect or abuse reported in the last year but is also aware that this does not mean that there should not be a continuing focus on this in the future. To ensure that this happens staff receive regular training in relation to the field in general and the protection of vulnerable adults in particular.</p> <p>The low level of complaints can be seen as a positive example of how we are fulfilling our objective of keeping those in our care safe and secure. This is one of our core objectives and this will in turn improve the well-being of those that use the service.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Galltfaenan Hall is Victorian country house that is Grade II but this means that alterations can be difficult or in some cases impossible. Though after stating this there has and continues to be improvements made to the Hall. These upgrades have been made with the well-being of those that live at Galltfaenan Hall at the centre of what is completed. This helps to identify how alterations are being made to benefit those who live at Galltfaenan Hall.</p> <p>The service allows those who live here to have their rooms decorated to their taste. It is to be hoped that the process of decoration in service user's own rooms will help to reinforce this. The service provides assistance, if required, for service users to undertake activities, education and work opportunities that they may wish to follow.</p>

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)	30
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<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	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm
	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	
<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)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm
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
<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)	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
<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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm
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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The person in this role usually works an 8am - 8pm shift.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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 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	21
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	21
Equality, Diversity & Human Rights	21
Infection, prevention & control	21
Manual Handling	21
Safeguarding	21
Medicine management	6
Dementia	0
Positive Behaviour Management	21
Food Hygiene	21
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm

Contractual Arrangements	
No. of permanent staff	21
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)	17
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The majority of staff either work a day shift of 8 - 8 or a night shift.
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	5
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	No other training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	There has been no other training.
Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	We have two handymen who complete general maintenance within the home. In addition to this there are also two gardeners that tend to the grounds.
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have had additional training in working at heights. One staff member has also completed a course for using a chainsaw.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	4
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	The Old Rectory
Telephone Number	01745730844
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	The service is primarily offered through English but we have some Welsh speaking who can converse with our one service user that speaks Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	627.11
The maximum weekly fee payable during the last financial year?	1352.43

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?	At The Old Rectory we attempt to put the individuals that live here at the centre of all that we do. Everyone that lives here are encouraged to express their views about the service, whether they are positive or negative. We attempt in a number of ways to support those in our care to voice their opinions, such as service user meetings, quality assurance questionnaires and also individuals taking the lead on their own care planning. It is important that individuals are given the opportunity to make choices in their life. The most recent quality assurance enquiries found that all service users that responded felt that their views were listened to in relation to the care that they receive. Some individuals prefer a less formal setting to voice any concerns and the manager and deputy have informal chats that help to offer a less rigid atmosphere.
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Service Environment

How many bedrooms at the service are single rooms?	9
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?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have a large garden at The Old Rectory and much of this is laid to lawn. We have our own chickens and grow vegetables in pots. There is a hardstanding area that gives those who are less mobile the opportunity to enjoy the garden. There is seating in this area and it is also used for barbeques and eating out.
Provide details of any other facilities to which the residents have access	We also have access to the facilities at our sister home, Galltfaenan Hall. They have a generous garden and also fields that can be used for walking. There is also a large vegetable garden and service users are encouraged to help out by planting and harvesting what is grown. Galltfaenan Hall also has four alpacas which can be taken for walks around the grounds. Many of our service users take part in activities offered by Cynnig, a not for profit organisation that provide support and activities for adults with a learning disability, autism and a mental health diagnosis. Cynnig provides a varied program, which includes classes in computing, music, drama and arts and crafts. Our service users take an active part in the local community and village events, as well as supporting local businesses such as the shop, cafe and the public house.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The individuals at The Old Rectory have the opportunity to express their views about the service and have choice about their care and support. Some of the individuals in our care are unable to give clear guidance on their care and we are reliant on assistance from their family and/or friends, who are also able to give their views on the care and support given at The Old Rectory.</p> <p>The service has a positive attitude to suggestions and complaints, from whatever source they come from. There is a robust complaints and whistle-blowing procedure that should give all those who use the service confidence that their concerns will be handled in a professional manner.</p> <p>There is evidence that suggestions that have been made in the past by those who use, work or come into contact with the service have been acted upon.</p> <p>Care at the service is provided in a person centred manner that means the primary focus of the service is on the individuals that use it. The individuals are regarded as being the most important contributors to how their care should be delivered.</p> <p>There is a focus on developing the service and adapting to the changing needs and requirements of those that use the service. The primary aim of training within The Old Rectory is that it reflects what is required by the service users, whether this is specific suggestions that have been made or to ensure that needs identified are met.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>For all people being happy and having good health and well-being is paramount. At The Old Rectory we try our utmost to ensure that our service provides an environment that promotes good health and well-being.</p> <p>We attempt to maintain good relations with the health professionals who care for those at The Old Rectory but we are also aware that on occasions we have to act as advocates for those living at The Old Rectory in their relations with health professionals. Our primary aim is to ensure that the health and well-being of the individuals in our care is met in a way that suits the individual.</p> <p>As our staff team is stable it means that those who live at The Old Rectory have consistent care delivered by a team that have over years built up an understanding of the needs of the people that they care for. This consistent care can mean in some cases we are able to intervene at an early stage when we believe that something is affecting the health or well-being of a service user. This can be very important when the individual has difficulty with communication.</p> <p>People who live at The Old Rectory are supported to access work and educational opportunities. There is an emphasis placed on this as it is can be important to individuals to have something to focus upon and also the feeling that they are making a positive impact on society.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Old Rectory has a robust set of policies and procedures in place to protect the individuals that live at the service from abuse and neglect. There is a zero tolerance attitude to behaviour that could be seen as being abusive or could be considered neglect.</p> <p>The service is proud that it has had no cases of neglect or abuse reported in the last year but is also aware that this does not mean that there should not be a continuing focus on this in the future. To ensure that this happens staff receive regular training in relation to the field in general and the protection of vulnerable adults in particular.</p> <p>The low level of complaints can be seen as a positive example of how we are fulfilling our objective of keeping those in our care safe and secure. This is one of our core objectives and this will in turn improve the well-being of those that use the service.</p>

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

The Old Rectory does have some limitations placed on it as it is a Grade II listed building but the property has and continues to undergo improvements. These upgrades have been made with the well-being of those that live at The Old Rectory at the centre of what is completed. There have been improvements made to the garden to improve access and these are on-going. There have been a number of changes made within the home to improve access for those with limited mobility. We are aware that further adaptations may be required in future as the needs of those that live at The Old Rectory change.

The service allows those who live here to have their rooms decorated to their taste. The service provides assistance, if required, for service users to undertake activities, education and work opportunities that they may wish to follow. We attempt to encourage those who live here to have as full and rewarding lives as possible.

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) 13

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	

Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1

Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As the new deputy joined on 28/03/23 a limited amount of training was undertaken before the cut off date. Training other than induction was completed by former deputy. Epilepsy Paranoia Schizophrenia Personality disorders Self harm
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	1
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?	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	11
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	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	9
Dementia	3
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Paranoia Schizophrenia Personality disorders Self harm
Contractual Arrangements	
No. of permanent staff	10
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	1
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)	8
No. of part-time staff (17-34 hours per week)	1
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.	The majority of staff, around 75%, work either a day or night shift from 8 - 8.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	3
Domestic staff	

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No