# Annual Return 2022/2023

### Provider Information to be published

The following informati 2023.	on relates to information CIW held about	this provider and its associated services on the 31st March	
This section has been published Annual Retu		to complete. This information displayed will be included in the	
Provider name:		Hafod Housing Association Ltd	
The provider was registered	ed on:	10/10/2019	
The following lists the provider conditions:	There are no imposed conditions associ	ed conditions associated to this provider	
The regulated services delivered by this provider	Brocastle Manor Care Home		
were:	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	24/10/2019	
	Responsible Individual(s)	Marc Pullen-James	
	Manager(s)	Linda Jenkins	
	Maximum number of places	80	
	Service Conditions	There are no conditions associated to this service	
	Owmbran House		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	24/10/2019	
	Responsible Individual(s)	Marc Pullen-James	
	Manager(s)	David Lewis	
	Maximum number of places	56	
	Service Conditions	There are no conditions associated to this service	
	Gwynfa		
	Service Type	Care Home Service	
	Type of Care	Adults Without Nursing	
	Approval Date	24/10/2019	
	Responsible Individual(s)	Marc Pullen-James	
	Manager(s)	Helen Buhagiar	
	Maximum number of places	17	
	Service Conditions	There are no conditions associated to this service	
	Rcton Court		
	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	24/10/2019	
	Responsible Individual(s)	Marc Pullen-James	

Shajitha Augustine

There are no conditions associated to this service

76

Manager(s)

Maximum number of places

Service Conditions

Plas y Garn	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	10/10/2019
Responsible Individual(s)	Marc Pullen-James
Manager(s)	Rhian Jones
Maximum number of places	32
Service Conditions	There are no conditions associated to this service

Ty Penrhos	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/10/2019
Responsible Individual(s)	Marc Pullen-James
Manager(s)	Karen Davis
Maximum number of places	83
Service Conditions	There are no conditions associated to this service

Woodcroft	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2019
Responsible Individual(s)	Marc Pullen-James
Manager(s)	Elaine Mather
Maximum number of places	60
Service Conditions	There are no conditions associated to this service

Arthur Jenkins	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/10/2019
Responsible Individual(s)	Marc Pullen-James
Manager(s)	Ada Saunders
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

OwmTaf Morgannwg Community Homecare	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/10/2019
Responsible Individual(s)	Marc Pullen-James
Manager(s)	leanne Emmanuel
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Cardiff and the Vale Community Homecare	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/10/2019

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Marlena Chodyko
Partnership Area	Cardiff and Vale
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

Multifactorial Approach to training needs identification.

Colleagues receive PDR and Supervision which supports training needs identification.

Overarching training matrices have been reviewed to ensure thes e are concisely achieving the needs of the services that are provi

ded . Our services also feed into the local authority SCDWP arrangeme

nts of their respective local authority.

Observation or practice and the identifying of skills sets developm ent as part of the CPD requirements of SCW.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Retention

Where possible we have offered contracted hours to care colleag ues. We've also reviewed our benefits package to make it more at tractive, benefits package includes Medicash and paid SCW. We conduct a employee survey every year and act on feedback. We have paid cost of living bonus to colleagues across the organisati on of £100 per month for 4 months in order to support them with c ost-of-living increases. We actively develop and promote colleagues from within to more senior roles.

#### Service Profile

#### Service Details

Name of Service	Arthur Jenkins
Telephone Number	01495790319
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

### People Supported

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#### Fees Charged

	<del>-</del>
The minimum weekly fee payable during the last financial year?	806.88
The maximum weekly fee payable during the last financial year?	1204.35

#### Complaints

What was the total number of formal complaints made during the last financial year?	14
Number of active complaints outstanding	1

Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	13
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Home manager completes quarterly meetings with residents but th is will sometimes increase if there are additional or urgent topics t o discuss.  Annual Customer Satisfaction Surveys Local Authority Contracts Monitoring Visits CIW Inspections Quality Assurance Audits Responsible Individual Regulation 73 Visits. Reviewing of Outcome focused personal plans.

#### 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?	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	Residents on both the general residential and dementia residential community have access to a secure inner courtyard garden. There are also gardens surrounding the service which are accessible by a walkway.
Provide details of any other facilities to which the residents have access	Hairdresser facility.

#### 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  $\underline{\text{guidance}}$  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 Arthur Jenkins conducts its annual customer satisfactions surve have choice about their care and support, and opportunities y's, results of which evidenced in those that responded that ma are made available to them. ny of the individuals and the relatives living at the service felt th eir voices were heard. This combined with feedback I receive as the Responsible Indivi dual when completing my regulation 73 visits ands quality assur ance officer when completing the quarterly quality assurance a Arthur Jenkins conducts almost monthly residents' meetings whi ch really cover a number of the key aspects that affect the lives of the individuals that live at the service. Examples can be seen in the detailed minutes recorded, discussions about activities, tr ips, money raising, menus for the season and so on. T The above internal processes are coupled with the proactive co mmunity-based collaborations in Blaenavon, very pro-active so cial work/district nurse and CPN team who are site frequently a nd who also feedback about the quality of care on offer at the s ervice, the majority of which is positive. The extent to which people are happy and supported to Arthur Jenkins develop person centred personal plan for all ser maintain their ongoing health, development and overall vice users thee plans document the health and well-being need s of the individuals residing at the service. wellbeing. For children, this will also include intellectual, social It is fair to say the detail of the personal plan has been raised b and behavioural development. y both the Responsible Individual and also the quality assuranc e auditor and this is a key action for the operational leadership team at site. It is also recognised that the current plans are mor e orientated to task rather than written in from a strengths-base d analysis. This is again a target for the service. District nurses, social workers and CPN's who interact with Arth ur Jenkins regularly give positive feedback about the care on of fer at Arthur Jenkins. The Responsible Individual has observed some very positive interactions from colleagues at site that enc ourage better well-being amongst individuals. The extent to which people feel safe and protected from abuse Feedback from those individuals who responded to customer s atisfaction indicate that they feel safe at the home. This again i and neglect. s evidenced at the quarterly reg 73 visit/quality assurance audit In Quarter 1 Care Inspectorate Wales received several anonym ous concerns relating to the care of individuals residing at the s ervice. In each instance an investigation ensued and either the individual or the relative was spoken to and matters majority we re closed. Matters were all raised to safeguarding and one of w hich remains open and a colleague who was named in allegatio ns remains suspended from practice and a fitness to practice r eferral made to Social Care Wales. The extent to which people live in accommodation that best Arthur Jenkins is an older property and provides single Storey li supports their wellbeing and achievement of their personal ving to the residents who live at the service. The home has had outcomes. cyclical redecoration in the past 12 months and has had further preventative investment. The service is always clean and tidy, bedrooms decorated and well-presented and extensive seasonal menu's adding to the ho mely feel.

Further cyclical decoration is needed, and real consideration is required for the exterior in the future on-coming season.

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)

33

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	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	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	
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role type only. Unless otherwise 31st March of the last financial year.
he list of training categories undertaken. Any training not listed aken pertinent for this role which is
t staff by hours worked per week.

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	
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	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	7	
No. of posts vacant	1	
not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Induction Health & Safety	5	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	5	
Dementia	5	
Positive Behaviour Management	4	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
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No. of part-time staff (17-34 hours per week)	3	
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.	06:45 - 19:00 18:45 - 07:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7	
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	12	
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	5	
Equality, Diversity & Human Rights	10	
	4	
Infection, prevention & control	-	
Infection, prevention & control  Manual Handling	4	
· ·	4 0	
Manual Handling	4 0 0	
Manual Handling Safeguarding	4 0 0 0	
Manual Handling Safeguarding Medicine management	4 0 0 0 0	
Manual Handling Safeguarding Medicine management Dementia	4 0 0 0 0 0 5	
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	4 0 0 0 0 0 0 5	
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	4 0 0 0 0 0 0 5	
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.	4 0 0 0 0 0 0 5	
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	4 0 0 0 0 0 5 9 0	
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	4 0 0 0 0 5 9 0	
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	4 0 0 0 0 5 9 0	

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	8
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.	07:00 - 19:00 19:00 - 07:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	1
Domestic staff	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
Filled and vacant posts  No. of staff in post	3
	3 0
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye  Set out the number of staff who undertook releve provided is only a sample of the training that many	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 relevent provided is only a sample of the training that may can be added to 'Please outline any additional to the staff of the staff of the training that may be added to 'Please outline any additional to the staff of the	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 me can be added to 'Please outline any additional t not outlined above'.	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
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye  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	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  0 2
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 me can be added to 'Please outline any additional t not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	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  0 2 2
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye  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	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  0 2 2 0
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 me can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	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  0 2 2 0 0 0 0
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye  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	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  0 2 2 0 0 0 0 0 2
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye Set out the number of staff who undertook relevation 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	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  0 2 2 0 0 0 0 2 4
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye  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  Food Hygiene	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  0 2 2 0 0 0 0 0 2
No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye Set out the number of staff who undertook relevation 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	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  0 2 2 0 0 0 0 2 4
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No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	0
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	
Otali Qualifornis	
No. of staff who have the required qualification 3	
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	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	3
No. of posts vacant	2
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training tra	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	
ota	0

Other types of staff		
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'.		
urs worked per week.		
urs worked per week.		
urs worked per week.		

	Staff Qualifications	
vice Profile	No. of staff who have the required qual  No. of staff working toward required/red qualification	
Service Details		
Name of Service		Brocastle Manor Care Home
Telephone Numb	er	01656679120
What is/are the mprovided?	nain language(s) through which your service is	English Medium
Other languages	used in the provision of the service	

#### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	110

# Fees Charged

The minimum weekly fee payable during the last financial year?	660.00
The maximum weekly fee payable during the last financial year?	1500

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	1
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?	Brocastle undertakes an annual customer satisfaction survey which feeds directly into the October Quality of Care Review. Brocastle undertakes quarterly residents meetings. Person Centred Personal Plan Reviews. Local Authority and local health board reviews. Quarterly Regulation 73 Visits and Quality Assurance Audits. Social Worker Reviews.

### Service Environment

How many bedrooms at the service are single rooms?	80
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	80
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	6

Provide details of any outside space to which the residents have access	Residents on ground-floor communities have access to three sec ure garden areas and a balcony.
	Residents on 1st floor have access to the same facilities in terms of gardens.
	Brocastle Manor Care Home is situated on an ex-country estate wi th extensive outdoor areas and walkways most of which are acces sible to individuals living at the home.
Provide details of any other facilities to which the residents have access	On the ground-floor community a space is being developed to su pport the activities for those communities.
	There are further spaces on the 1st floor that are used to watch films and for quiet reflection and visiting/activities.
	Residents have hairdresser space and are developing an additio nal space for sensory impairment.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	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 <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.	Feedback from Customer Satisfaction Survey's indicted that for those who completed the survey that individuals do feel their vo ice has been listened too and that they are given choices. Brocastle now has regular resident meetings and relatives are being invited to person centred personal plan reviews in order f or the team to understand the strength of views.
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.	In September 2022 Care Inspectorate Wales complete an inspection of the service and did issues a priorty action notice. This was primarily around the timeliness/quality of care offered at the service but also the staffing arrangements at site.  The Leadership Team at Brocastle, Operational Leadership Team and Responsible Individual worked closely with contracts monitors for Cwm Taff University Health Board and Bridgend County Borough Council and Care Inspectorate Wales and within 6 weeks turned the inspection around removing all outstanding recommendations and action notices.  Improvements at the service continue with the team at site focusing on the lived experience of individuals on the ground floor.  In the past 12 months the home also commenced a new project working collaboratively with Cwm Taff Health Board, developing a new step-down facility/community at the home. This service is focused on reablement and next steps care provisions.

The extent to which people feel safe and protected from abuse and neglect.	Feedback in customer service satisfaction surveys is positive in dicating that for those who answered individuals do feel safe an d protected from abuse.  Operational leadership team at Brocastle and Responsible Individual developed very positive, transparent communication with local safeguarding services and the team routinely connect with the Safeguarding team as to whether instances meet the DTR t hreshold.  Pro-active styles of management evident at the site where concerns are discussed, and team solutions sought.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Extensive cyclical redecoration of the environment has taken pl ace in the previous six months, with areas re-decorated, new flo oring and dining materials purchased. Individuals residing on the ground floor communities having investment in relation to dementia friendliness of the environment. Future plans to develop sensory spaces and new hairdressers in process. The step-down community located on the first floor has seen significant investment with the establishing of a bespoke community to meet their needs.

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)

138

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	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	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
no. of part-time stan (10 hours of under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service	1
ıvıanager	
No. of staff working toward required/recommended qualification to be registered with Social Care	0
No. of staff working toward required/recommended qualification to be registered with Social Care	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this	O Yes
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?	Yes  crifically to this role type only. Unless otherwise
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?	Yes  crifically to this role type only. Unless otherwise
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	Yes  crifically to this role type only. Unless otherwise
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the position of staff in post	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that materials.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year  1 0  ar for this role type.  ant training. The list of training categories
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this 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 year Set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional training during above'.	Yes  crifically to this role type only. Unless otherwise lition as of the 31st March of the last financial year  1 0  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year  1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe 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 year Set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional train to outlined above'.  Induction  Health & Safety	Yes  Decifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year of this role type.  The provided HTML of training categories of the second of the last financial year of the last financial y
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial years of set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additional training that Manager staff who undertook relevations are added to 'Please outline any additiona	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year  1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Deputy service manager  Does your service structure include roles of this 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 year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year  1
Does your service structure include roles of this 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 year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may set outline any additional training that may can be added to 'Please outline any additional training that may additional training	Yes  crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  1 0  ar 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  1 1 1 1

Dementia	1
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	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	0
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff	
Wales as a Service Manager	Yes
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positions.	cifically to this role type only. Unless otherwise
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the position of	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the position of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.  Induction  Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'P	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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 0
Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may ca	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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 0 1
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated s	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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 0 1
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated s	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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 0 1 2 1
Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the positive stated, and information added should be the positive stated and information added should be the positive stated and information added should be the positive stated	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  4 0 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 0 1 2 1 4

Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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 to be registered with Social Care Wales as a social care worker	3	
No. of staff working towards the required/recommended qualification	0	
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 past	10	
No. of staff in post  No. of posts vacant	0	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	3	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	2	
Manual Handling	1	
Safeguarding	0	
Medicine management	2	
Medicine management  Dementia	4	
Dementia	4	

Contractual Arrangements		
No. of permanent staff	18	
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	7	
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)	7	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	9	
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.	06:45 - 19:00 18:45 - 07:00	
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	0	
Registered nurses		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	10	
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	3	
Health & Safety	3	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	2	
Manual Handling	2	
Safeguarding	2	
Medicine management	8	
Dementia	5	
Positive Behaviour Management	3	
Food Hygiene	0	

Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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)	7	
No. of part-time staff (17-34 hours per week)	2	
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.	06:45 - 19:00 18:45- 07:00	
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	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	2	
Infection, prevention & control	0	
Manual Handling	0	
	1 *	
Safeguarding	0	
Safeguarding Medicine management		
	0	
Medicine management  Dementia	0 0	
Medicine management  Dementia  Positive Behaviour Management	0 0 2	
Medicine management  Dementia	0 0 2 2	

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)	1
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.	06:45-19:00 06:45-14:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
type?	Yes  crifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial years of staff who undertook relevations only a sample of the training that ma	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4 ar for this role type. ant training. The list of training categories
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated, the information added should be the posential stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training trainin	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  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 ma can be added to 'Please outline any additional trainot outlined above'.	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated, the information added should be the posential stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial years of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75  4  ar 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated, the information added should be the posential stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.  Induction  Health & Safety	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated, the information added should be the posential stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial years of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the desired provided above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75  4  ar 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  16  13  11
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated and in	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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  16 13 11 18 21
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated and information added should be the posential stated	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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  16 13 11 18 21
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  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 man can be added to 'Please outline any additional transition outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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  16 13 11 18 21 8 14
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional trainity and above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	recifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  75 4  ar 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  16 13 11 18 21 8 14

No. of permanent staff	75
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	16
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)	37
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	16
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.	07:00-19:00 19:00-07:00 17:00-23:00 07:00-14:00 14:00-19:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	69
No. of staff working towards the required/recommended qualification	6
Does your service structure include roles of this	Yes
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year
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Important: All questions in this section relate spe 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 year set out the number of staff who undertook relev 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	10 2 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  2 2 1 3
Important: All questions in this section relate spe 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 year set out the number of staff who undertook relev 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	10 2 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  2 2 1 3 0
Important: All questions in this section relate spe 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 may can be added to 'Please outline any additional to	10 2 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  2 2 1 3 0 1

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	2
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)	8
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended	0
qualification	
Catering staff	
	Yes
Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  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.
Does your service structure include roles of this 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 ition as of the 31st March of the last financial year.  9 1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
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Does your service structure include roles of this 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 year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9  1  In 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
Does your service structure include roles of this 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 year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.  Induction  Health & Safety	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9 1  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
Does your service structure include roles of this 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 year set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9 1  In 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 6 2
Does your service structure include roles of this 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 year Set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional trainity outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9 1  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  2 6 2 1
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Does your service structure include roles of this 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 year Set out the number of staff who undertook relevation provided is only a sample of the training that mat can be added to 'Please outline any additional trainity outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9 1  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  2 6 2 1 0 1 0 1
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  9 1  In for this role type.  ant training. The list of training categories yhave been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 6 2 1 0 1 0 3 3

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	5
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended	0
qualification	
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.	Administrator Receptionist Maintenance Officer Activities Organiser
Filled and vacant posts	
No. of staff in post	8
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 relevation provided is only a sample of the training that majoran be added to 'Please outline any additional training the description of outlined above'.	ant training. The list of training categories
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
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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No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	5	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	8	
No. of staff working toward required/recommended qualification	0	

### Service Profile

### Service Details

Name of Service	Cardiff and the Vale Community Homecare
Telephone Number	01443445466
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	65
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### Fees Charged

The minimum hourly rate payable during the last financial year?	13.20
The maximum hourly rate payable during the last financial year?	20.67

#### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
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?

Annual Customer Satisfaction Surveys.

Quality Assurance Site Audits.

RI - Regulation 73 Visits.

Quarterly Outcome Focused Reviews.

Annual or when required Reviews with Social Services.

6 Monthly Commissioning/Contracts Monitoring.

CIW Inspection.

#### 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	Picture Cards or Written

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

 $\hbox{CIW have published $\underline{\tt guidance}$ 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.	Cardiff and Vale Homecare Service routinely dispatches its ann ual customer satisfaction survey. Feedback from last year survey indicate that for those who answer individuals do feel their care and support needs are met and that they voices are heard. This is also evidenced in the feedback from Responsible Individual when meeting with service users in the regulation 73 visits and quality assurance audits. The teams are evidently pro-active with arranging with service users to conduct the person centred personal plan reviews at Golau Caredig but this is an area of focus at Dol Y Hafren/Cwrt Hir and Cardiff Community.
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.	Cardiff and Vale Homecare registered survey predominately provides care to individuals in static extra care/close care environ ments with a small community offer of less than 50 hours per week.  When providing care in these static environments the teams have managed to build consistent working relations with the service users and really understand their needs and desired outcomes. These environments generally add value for this reason. Going forward a development for the service is to further develop these outcomes based on more detailed person centred plans, moving from purely task orientation to more strengths based approaches.
The extent to which people feel safe and protected from abuse and neglect.	Evidence from Customer Satisfaction Survey and from Respons ible Individuals Regulation 73 visits to site indicate that individu als do feel safe and protected by colleagues working at the ser vice. The registered manager has developed close working relations with Cardiff and Vale Safeguarding Board and we are open and transparent with our regulatory partners.

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	27.39

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 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
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	1
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	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	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)	0
N. 6 (1) (6/40)	

No. of part-time staff (16 hours or under per week) 0

Oberff Overlife and large		
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	
2		
Deputy service manager	T	
Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	No	
Comment of the state of the sta		
Senior social care workers providing direct care	1	
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	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	4	
Health & Safety	3	
Equality, Diversity & Human Rights	2	
Manual Handling	4	
Safeguarding	3	
Dementia	2	
Positive Behaviour Management	4	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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)	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 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 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	61	
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	2	
Induction Health & Safety	2 15	
	15 15	
Health & Safety	15	
Health & Safety Equality, Diversity & Human Rights	15 15	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling	15 15 14	
Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding	15 15 14 6	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene	15 15 14 6 0	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management	15 15 14 6 0	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	15 15 14 6 0	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	15 15 14 6 0	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	15 15 14 6 0 18 2	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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	15 15 14 6 0 18 2	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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	15 15 14 6 0 18 2	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  No. of volunteers	15 14 6 0 18 2 61 0	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	15 14 6 0 18 2 61 0 0 0 0 30	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	15 14 6 0 18 2 61 0 0 0 0 30	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  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	15 15 14 6 0 18 2 61 0 0 0 30 d term contact staff by hours worked per week.	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  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)	15 14 6 0 18 2 61 0 0 30 d term contact staff by hours worked per week.	
Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  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  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)	15 15 14 6 0 18 2 61 0 0 0 0 0 0 18 4 16	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	54
No. of staff working towards the required/recommended qualification	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

### Service Details

Name of Service	Cwm Taf Morgannwg Community Homecare
Telephone Number	01443445466
What is/are the main language(s) through which your service is provided?	English Medium

### Service Provision

### People Supported

Other languages used in the provision of the service

How many people in total did the service provide care and support to during the last financial year?	190
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### Fees Charged

The minimum hourly rate payable during the last financial year?	17.23
The maximum hourly rate payable during the last financial year?	42.36

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	Quarterly outcome focused reviews Personal Plans Social Worker Reviews Annual Customer Satisfaction surveys Quarterly Responsible Individual Reg 73 Visits Quarterly Quality Assurance Audits Contracts Monitoring Visits. CIW Inspections.

## 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	Pictorial Flash cards

#### 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 registered manager and her team leaders/care coordinator s within Cwm Taf Morgannwg are very pro-active with the servic e users of the respective services within the registration. There are two static extra care facilities and two community-based pro visions.  Each service conduct outcome focused reviews and complete t he annual customer satisfaction surveys. Team Leaders/Care Coordinators work closely with social work team in the respective localities to ensure they are meeting the needs of the service users. The two static communities have established teams with consistent long-standing leadership feedback consistently show s these are individuals feel supported and listened too.
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.	Each service contained within the Cwm Taf Morgannwg registra tion have slightly different commissioned objectives but our tea ms respectively closely liaise with health professionals in all of the localities to ensure consistent joined up provisions. There is further worker required to develop more seamless jour neys for individuals from hospital through to discharge, but this is not Cwm Taf Morgannwg specific but a wider industry issue.
The extent to which people feel safe and protected from abuse and neglect.	Individuals tell me that they feel safe and well-supported when v isiting services. Our services have gone over and above expect ation in many examples especially within our static/extra care pr ovisions to ensure people are safe and needs/objectives are m et. This is clearly evidenced in Regulation 73 reports, quality as surance audits and evident in the feedback from the Care insp ectorate Wales inspector for the service.

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.

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
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	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

Does your service structure include roles of this	No
type?	NO .
Other supervisory staff	
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	3
No. of posts vacant	0
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	3
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed 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)	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	3
	1

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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	3
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 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 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 100 No. of staff in post 4 No. of posts vacant 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 35 8 Health & Safety 35 Equality, Diversity & Human Rights 35 Manual Handling 31 Safeguarding Dementia 5 Positive Behaviour Management 0 5 Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. **Contractual Arrangements** No. of permanent staff 100 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) 57 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) 6 No. of part-time staff (17-34 hours per week) 23 No. of part-time staff (16 hours or under per week) 71 Staff Qualifications No. of staff who have the required qualification to 100 be registered with Social Care Wales as a social care worker No. of staff working towards the 0 required/recommended qualification Other types of staff No Does your service structure include any additional role types other than those already listed?

#### Service Profile

Service Details

Name of Service	Cwmbran House
Telephone Number	01633838806
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	77
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### Fees Charged

The minimum weekly fee payable during the last financial year?	806.88
The maximum weekly fee payable during the last financial year?	1227.29

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1
Number of complaints upheld	4
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?	Six residents meetings have taken place during the last financial y ear. One round of service user quality assurance questionnaire a nd the service has also completed an in-house survey in respect of preferences and choices.  The service also receives 4 quality assurance site visits and also t he regulatory 4 regulation 73 visits from the RI, part of both these visits consult with and speak to service users at Cwmbran House.

### Service Environment

How many bedrooms at the service are single rooms?	56
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	56
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	All communities at Cwmbran House have access to a central court yard garden this is then complemented by three internal community gardens. There are also three external gardens which are accessed by a perimeter walkway.
Provide details of any other facilities to which the residents have access	Cwmbran House has an activities room, this space accommodates all group activities and entertainment. The home has a hair salon, and other spaces which allow for one to one private conversation s.  There are other areas around the home that support reminiscenc e.

### 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 <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.	Service users' voices are heard, and choices are given about t he care and support received.  Evidence of the above can be seen in the customer satisfaction surveys, residents/relatives' meetings and also the reflections o f the RI/Quality assurance audits completed at the service.  Evidence of person-centered outcome focused reviews are als o evident at site however some improvements are required to e nsure relatives/residents are routinely met with as part of this process.
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.	Residents are happy and are supported to maintain their health , development and overall well-being. Evidence of this is evident in customer satisfaction surveys, reg ulation 73 visits, quality assurance processes, and within servic e users' personal plans at the service. Feedback from visiting medical professionals also indicate that health and well-being a re routinely monitored. Cwmbran House monitors, personal objectives, weight, falls/acc idents, well-being, Dols, hospital admissions, observations alon g with many others.
The extent to which people feel safe and protected from abuse and neglect.	Residents feel safe and are protected from abuse and neglect. Evidence of this can be seen from feedback but are also born o ut in practice with robust use of the care operations escalation process, referral to Safeguarding/Regulation 60 notification and Social Care Wales Fitness to Practice processes.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People do live in accommodation that best supports their well-b eing and achievement of their personal outcomes.  Evidence of this can again be see in customer satisfaction surv ey's, quality of care reports, but are also born out with the investment in the environment at Cwmbran House with the improvements made to cyclical decoration, outdoor areas at the service.

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)	56.03

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		
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		
0		
No. of posts vacant    0		
0		
0		
0		
0		
0		
0		
1		
0		
1		
0		
Contractual Arrangements		
1		
0		
0		
0		
0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
1		
0		
0		
1		

qualification to be registered with Social Care Wales as a Service Manager	
Deputy 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 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 year Set out the number of staff who undertook releven provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	1
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	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.
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

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	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training tr	ant training. The list of training categories y have been undertaken. Any training not listed	
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1	
No. of staff working towards the required/recommended qualification	0	
Nursing care staff		

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		
No. of staff in post	13	
No. of posts vacant	1	
	<i>,</i>	
Induction	0	
Health & Safety	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	0	
Manual Handling	3	
Safeguarding	3	
Medicine management	13	
Dementia	2	
Positive Behaviour Management	3	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	13	
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)	9	
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.	Shift patterns for Senior care are as follows: 06:45 - 19:00 x 3 senior care colleagues 18:45 - 07:00 x 2 senior care colleagues	

Staff Qualifications			
	Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13		
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 sition as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	42		
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	0		
Health & Safety	17		
Equality, Diversity & Human Rights	13		
Infection, prevention & control	0		
Manual Handling	8		
Safeguarding	0		
Medicine management	0		
Dementia	0		
Positive Behaviour Management	13		
Food Hygiene	4		
Please outline any additional training undertaken pertinent to this role which is not outlined above.			
Contractual Arrangements			
No. of permanent staff	42		
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	5		
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)	16		
No. of part-time staff (17-34 hours per week)	21		
No. of part-time staff (16 hours or under per week)	5		
Typical shift patterns in operation for employed	oto#		

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.	Shift patterns at site are as follows: - 07:00 - 19:00 - 4 staff 08:00 - 20:00 - 2 staff 08:00 - 14:00 - 2 staff 06:00 - 14:00 - 1 staff 19:00 - 07:00 - 3 staff 19:00 - 01:00 - 1 staff	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	38	
No. of staff working towards the required/recommended qualification	4	
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	9	
No. of posts vacant	1	
can be added to 'Please outline any additional to not outlined above'.  Induction	raining undertaken pertinent for this role which is	
Health & Safety	3	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	3	
Manual Handling		
Safeguarding	4	
	4	
Medicine management	· .	
Medicine management  Dementia	4	
	4 0	
Dementia	4 0 0	
Dementia Positive Behaviour Management	4 0 0 4	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	4 0 0 4	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 0 0 4	
Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	4 0 0 4 0	
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	4 0 0 4 0	
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	4 0 0 4 0	
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  No. of volunteers	9 0	
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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	4 0 0 4 0	
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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	4 0 0 4 0	

No. of part-time staff (16 hours or under per week)	3	
Staff Qualifications		
No. of staff who have the required qualification	9	
No. of staff working toward required/recommended qualification	9	
Catering 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 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	8	
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	0	
Health & Safety	0	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	1	
Contractual Arrangements		
No. of permanent staff	8	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	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)	1	
No. of part-time staff (17-34 hours per week)	6	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	7	

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.	Business Support Officer: - Assist will all income ge nerating processes. Officer also assists with payrol and all other financial related tasks. Receptionist: - Front of house (meet and greet), te ephone. Maintenance Operative: - All general repairs, healt h and safety checks, and grounds person. Activities Organiser: - Facilitates activity programm e and organises events.	
Filled and vacant posts		
No. of staff in post	7	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	3	
Health & Safety	4	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	2	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
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)	2	
No. of part-time staff (17-34 hours per week)	4	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	7	
INO. OF STATE WHO HAVE THE REQUIRED DUBINICATION		
No. of staff who have the required qualification  No. of staff working toward required/recommended	7	

## Service Profile

## Service Details

Name of Service	Gwynfa
Telephone Number	02920764714
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and	17
support to during the last financial year?	

## Fees Charged

The minimum weekly fee payable during the last financial year?	881.51
The maximum weekly fee payable during the last financial year?	881.51

# Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Generally, Gwynfa holds a monthly residents meeting. The servic e has recently appointed a new activities organiser who is currently acting as a semi advocate/spokesperson liaising with the residents. In addition to this both the Responsible individual and the Quality Assurance auditor completes quarterly visits to site, both speaking to service users.  Onsite they complete 3 monthly reviews of the outcome focused personal plans with service users.  Annual Customer Satisfaction survey.  Contracts monitoring and social worker CMHT reviews.

## Service Environment

How many bedrooms at the service are single rooms?	17
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?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Residents have access to a rear garden/patio/seating area. Ther e are also seated place to the side of the service.
Provide details of any other facilities to which the residents have access	There is a smoking room on site. There is also an accessible laun dry and kitchen area. Residents are supported to maintain as mu ch of their independence as possible.

#### 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  $\underline{\text{guidance}}$  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.	People living at Gwynfa do feel their voices are heard and have choice about the care and support they receive.  Evidence for this can be seen in the quality of care reports, soc ial worker reviews, Regulation 73/Quality Assurance visits and also the recent Care Inspectorate Wales inspection of the service.  Residents have 2-4 weekly meetings deciding on menu options, takeaway options, activities, fundraising etc.  Robustly evaluated person-centred outcome focused personal plans, involving resident/service users.
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.	Residents at the service are happy and are supported to maint ain their ongoing health, development and overall well-being. This again is evidenced in the quality-of-care review for the Gw ynfa but also in feedback received in inspections and from visiti ng professionals.  Considerable evidence at site of monitoring individuals' mental health, weight and wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	Residents do feel safe and are protected from abuse and negle ct. Evidenced in Quality of care report, customer satisfaction, feed back received at regulation 73 visits, CIW inspection and also Quality assurance audit. During the course of last 12 months robust action has been tak en by the on-site leadership team if they feel any of their servic es users are being taken advantage of, this is then escalated to senior management via escalations process.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Again individuals do live in accomodation that best supports the ir well-being and acheivement of personal outcomes. Evidence for this statement can be seen in quality assurance re ports, CIW inspection feedback regulation 73 visits. The site has undergone a complete cyclical redecoration. Many of the residents the RI speaks to when visiting the service reference the wonderful community surrounding Gwynfa and the support they receive both at the service but also by the wider 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 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 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	0
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### **Contractual Arrangements**

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
Stail 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	Yes	
type?	1.55	
Important: All questions in this section relate spe stated, the information added should be the posi	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	1	
No. of posts vacant	0	
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training tra		
Induction	0	
Health & Safety	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of volunteers  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	
2, 5 2, 115, 11		
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	T	
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		
10. 01 0.011 111 0000	8	
No. of posts vacant	1	
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	ar for this role type. ant training. The list of training categories	
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 may can be added to 'Please outline any additional to	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed	
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'.	ar 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	
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'.	ar 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	
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	ar 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	
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	ar 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  0 5 5	
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	ar 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	
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	ar 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  0  5  0  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 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	ar 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  0  5  0  0  0  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 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	ar 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  0  5  0  0  0  0  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 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	ar 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  0  5  0  0  0  0  8	

Contractual Arrangements		
No. of permanent staff	8	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	2	
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)	3	
No. of part-time staff (16 hours or under per week)	3	
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 19:45 - 08:00	
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	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	9	
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	1	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	0	
Dementia	0	
Positive Behaviour Management Food Hygiene	5	

Contractual Arrangements		
9		
0		
0		
0		
2		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
1		
3		
5		
staff		
08:00-20:00 20:00-08:00		
9		
0		
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.		
2		
0		
ear 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		
ovant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is		
ear 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  0 0		
ear 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  0  0 0		
ovant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  0 0 0 0		
ear 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  0  0  0  0		
ovant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  0 0 0 0		

Desitive Rehaviour Management	2	
Positive Behaviour Management	0	
Food Hygiene Please outline any additional training undertaken		
pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	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)	0	
No. of part-time staff (16 hours or under per week)	2	
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	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	2	
No. of posts vacant	0	
	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	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia		
Positive Behaviour Management	0	
Positive Deliaviour Mariagement	2	
Food Hygiene		

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	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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No of staff who have the required available to	1
No. of staff who have the required qualification	
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer Activities Organiser
Filled and vacant posts	-
	To To
No. of staff in post	2
No. of words we sent	0
No. of posts vacant  Training undertaken during the last financial year	0 ar for this role type.
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that ma	ar for this role type.  ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that macan be added to 'Please outline any additional training that the same same same same same same same sam	ar for this role type.  ant training. The list of training categories by have been undertaken. Any training not listed
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Training undertaken during the last financial year Set out the number of staff who undertook releves 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 Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	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  1 1 1 0 0 0 1 0 1 0

No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	0	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	2	
Staff Qualifications		
No. of staff who have the required qualification	2	

### Service Profile

No. of staff working toward required/recommended 0 qualification

# Service Details

Name of Service	Picton Court
Telephone Number	01656789720
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and	109
support to during the last financial year?	

### Fees Charged

The minimum weekly fee payable during the last financial year?	741.00
The maximum weekly fee payable during the last financial year?	1312.21

# Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The Manager holds bi-monthly residents/relatives meetings. Annual Customer Satisfaction Surverys Responsible Individual Regulation 73 Visits Quality Assurance Audit. Residents/Relatives invited to review individuals personal plan. Contracts Monitoring visits by both LHB and Local Authority. CIW Inspection.

### Service Environment

How many bedrooms at the service are single rooms?	76
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	76
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	A secure outside courtyard garden accessible of the Dementia Su pport Community. Wheelchair accessible garden areas surrounding the perimeter of the home. Patio Area to the front of the home for general nursing community.
Provide details of any other facilities to which the residents have access	The home is complimented with a family room area which leads ou t onto a raised patio and conservatory. Home has a hairdresser. Home has cold water facilities, vending machines and compliment ary tea and coffee making facilities.

#### 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	Picture cards and menus have been used when required.

### 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.	Evidence from those individuals that completed the customer's atisfaction surveys indicated that they did feel their voices were heard and that they had choice. Responsible Individual has visited the service frequently and has observed many positive practices/interventions from the team working at the home. Observations in terms of mealtime observations, activities, personal hygiene have all been witnessed. Evidence of robust and routine resident meetings with the lead ership team are available at the home. Experienced long-standing team at service. Responsible Individual has spoken to residents, relatives and viting professionals and feedback of the service is routine positive and robust.
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.	Recently Responsible Individual spoke to a GP who visits the s ervice routinely and the GP commented about the robust referr als, the quality of the medical monitoring and the professionalis m of the team and leadership at the home. In the words of the GP, Picton Court was by far the best care home they had visite d.  Clear evidence at site of medical monitoring, and robust medical trend analysis. Evidence of clear prompt medical referrals. In Q4 2022 UHB nurse assessors were at the home who were ver y positive of the care delivered at the service and detailed pers onal plans evident.  Current personal plans do however need some further develop ment as these are very task/clinically orientated and require more holistic evaluations.

The extent to which people feel safe and protected from abuse and neglect.	During the last year, Responsible Individual is assured that the leadership team at the service ensures prompt escalation of all egations of abuse/misconduct.  Feedback given in the surveys and evidence through observati on in Regulation 73 visits and quality assurance audits also indicate that individuals feel safe and are protected from abuse. Leadership team has fostered very positive links to local Safeg uarding team, so when allegations are received the safeguarding team are evidently assured of a robust internal review/response.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Feedback received in terms of the satisfaction survey, and RI/Q uality Assurance visits to site is that individuals are happy with the accommodation. The home's position represents some of the best views of local scenery and the many of the rooms capture these views.  Significant works redecorating communal spaces have occurred over the last twelve months and remains on-going. Improvements in terms of accessibility to items of stimulation are required in lounge/spaces, RI would like to see development of further reminiscence/sensory and outdoor spaces utilising the many benefits of the natural surroundings.

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)

No. of staff in post

No. of posts vacant

136

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 pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	

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	0
Equality, Diversity & Human Rights	1

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	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.
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
1	
Deputy service manager	
	Yes
Deputy service manager  Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos  Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type?  Important: All questions in this section relate spe 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 relevance 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.  1 0 ar for this role type. ant training. The list of training categories
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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	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 the first has been also as a single second as a life and a a life	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
qualification to be registered with Social Care	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff	
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this	Yes
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  cifically to this role type only. Unless otherwise
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qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  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 relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
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qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans to outlined above'.  Induction  Health & Safety	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 1  rr 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
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2  1  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  3  2
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qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 1  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  3 2 2 1
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 1  rr 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  3 2 2 1
qualification to be registered with Social Care Wales as a Service Manager  Other supervisory staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transtruction to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	Yes  cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  2 1  r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed anining undertaken pertinent for this role which is  3 2 2 1 2 1 2 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	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)	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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Does your service structure include roles of this type?  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.
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 releve 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
Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	3
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	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	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)	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.	07:45 - 20:00 19:45 - 08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Registered nurses	
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	ition as of the 31st March of the last financial year.
	ition as of the 31st March of the last financial year.
Filled and vacant posts	ition as of the 31st March of the last financial year.
Filled and vacant posts  No. of staff in post	18 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training t	18 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year 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 trainity outlined above'.	18 0 rr 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
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtone in the staff who undertook relevation is only a sample of the training that may can be added to 'Please outline any additional transtone in the staff who undertook relevations in the staff who undertook rel	18 0 r 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
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety	18 0 r 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  3 13
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	18 0 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  3 13
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevations are undertook relevation.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	18 0 or 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  3 13 4 0
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	18 0 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  3 13 4 0 11
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevated provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	18 0 or 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  3 13 4 0 11

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	18
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	5
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)	8
No. of part-time staff (16 hours or under per week)	8
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 - 2:00 AM 13:45 - 20:00 PM 19:45-08:00 07:45 - 20:00
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	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	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	2
Health & Safety	25
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	0

Contractual Arrangements	
<u> </u>	
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	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)	7
No. of part-time staff (17-34 hours per week)	3
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.	07:45 - 20:00 19:45 - 08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
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	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	63
No. of posts vacant	1
Training undertaken during the last financial year	
Set out the number of staff who undertook relevant provided is only a sample of the training that make can be added to 'Please outline any additional training the continuous co	
Induction	6
Health & Safety	19
Equality, Diversity & Human Rights	14
Infection, prevention & control	0
Manual Handling	29
Safeguarding	0
	0
Medicine management	
Dementia Dementia	18
Positive Behaviour Management	0
Food Hygiene	0

Combine should American activity	
Contractual Arrangements	
No. of permanent staff	63
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)	28
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	13
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.	08:00-20:00 20:00 - 08:00
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	57
No. of staff working towards the required/recommended qualification	6
Domestic staff	
	Yes
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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.
Important: All questions in this section relate spe stated, the information added should be the positive filled and vacant posts	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Important: All questions in this section relate spe stated, the information added should be the possible of the post.  Filled and vacant posts.  No. of staff in post.  Training undertaken during the last financial years. Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional training dabove'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  12 0  or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
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Important: All questions in this section relate spe stated, the information added should be the possible of the post.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that was a safety.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  12 0  In 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
Important: All questions in this section relate spe stated, the information added should be the possible of the post.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  12  0  ar 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  0  0
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Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training tr	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  12  0  ar 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  0  0  0
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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	12
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 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)	10
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended	0
qualification	
Catering staff  Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type?  Important: All questions in this section relate spe	
Does your service structure include roles of this type?  Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevations are provided is only a sample of the training that ma	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.  8 0 r for this role type. ant training. The list of training categories
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  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 ma can be added to 'Please outline any additional training	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  8 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose.  Filled and vacant posts  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 ma can be added to 'Please outline any additional trant outlined above'.  Induction	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  8 0 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
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated, the information added should be the posential stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevations and the staff who undertook relevations are staff who undertook relevations and the staff who undertook relevations are staff who undertook relevations.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.  8 0  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  0 0
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential post.  Filled and vacant posts.  No. of staff in post.  No. of posts vacant.  Training undertaken during the last financial year provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety.  Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  8 0 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  0 0 0
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Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posential stated and information added should be the posential stated	cifically to this role type only. Unless otherwise tition as of the 31st March of the last financial year.  8 0 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  0 0 0 0 8 0
Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the pose stated, the information added should be the pose.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relever provided is only a sample of the training that mat can be added to 'Please outline any additional train to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  8 0 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  0 0 0 0 0 0 0 0
Does your service structure include roles of this type?  Important: All questions in this section relate spe 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 year set out the number of staff who undertook relever provided is only a sample of the training that man can be added to 'Please outline any additional transtruction above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year.  8 0 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  0 0 0 0 0 0 0 0 0 0

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d 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)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	8
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.	Receptionist Activities Organiser Maintenance Officer Business Support Administrator
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training the provided above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Induction	4
	4 5
Health & Safety	5
Health & Safety Equality, Diversity & Human Rights	5 2
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	5 2 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	5 2 0 6
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	5 2 0 6
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	5 2 0 6 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	5 2 0 6 0 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	5 2 0 6 0 0 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene	5 2 0 6 0 0
Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	5 2 0 6 0 0 0
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	5 2 0 6 0 0 0

0
0
0
ed term contact staff by hours worked per week.
3
4
2
9
0

### Service Profile

# Service Details

Name of Service	Plas y Garn
Telephone Number	01495757708
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

# People Supported

_		
	How many people in total did the service provide care and	52
	support to during the last financial year?	

# Fees Charged

The minimum weekly fee payable during the last financial year?	689.64
The maximum weekly fee payable during the last financial year?	1181.41

## 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	0
Number of complaints partially upheld	2
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?	
	Quarterly Responsible Individual Regulation 73 Visits.

#### Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	All residents have access to rear and side garden space, with covered areas and bandstand. There are outdoor walkways. There is a patio to the rear off the lower ground floor community and balcony area on the ground floor community.
Provide details of any other facilities to which the residents have access	1 Quiet Lounge spaces 1 x hairdresser space. 1 reminiscence room. Whilst bedrooms do not have ensuite toilets all rooms are fitted with vanity units and hand basin's. Lower ground floor community is partial key fob secure.

### 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  $\underline{\text{guidance}}$  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 Results from those that completed our customer satisfaction su have choice about their care and support, and opportunities rvey's indicate that generally individual do feel listened to at the are made available to them. service. Feedback from Responsible Indivdiuals Regulation 73 visits of the service and also the Quality Assurance Auditors fe edback further evidence this. It is clear from observations of care in the visits mentioned abov e that choices are given to service users, and preferences are The service has experienced some change over the last twelve months with a change in manager and some of the senior team, but the RI was pleased to see that robust person centered pers onal plans have been maintained. Some work is required to mo ve these plans to more strengths-based narrative, but this is wo rk that is required across many of the sister services also. Regular resident meetings are evident and feedback from relati ves remains very positive. Reviews of the personal plans to more robustly involve service user's and or their relatives is an area for continued improveme nt with the service. The extent to which people are happy and supported to There is clear evidence at Plas Y Garn that the service does m onitor individuals' health and well-being matters. Evidence of w maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social eight monitoring, health referrals are clearly recorded within ser and behavioural development. vice users' personal plans and files. Evidence of Optometry/Po diatry interventions are also clearly recorded along with reviews from local CMHT teams. Service users have indicated in feedback and also observation generally that they do feel happy at the service. On a recent vis it the RI spoke to the relatives of a service user who was end of life who were emphatic about the quality of care on offer to their loved one. Residents did feedback that further work does need to take pla ce at the service in terms of activities and trips out into the com munity as since the pandemic activities have been coming to sit e rather than residents going out. The extent to which people feel safe and protected from abuse Q1 of 2023 has seen no referrals to Safeguarding in respect of and neglect. allegations of abuse at the service. Observations of care carrie d out both day and night indicate that residents are treated with dignity and respect. Feedback from those that completed the customer satisfaction surveys is that individuals do feel safe and are protected from a The RI in his Q1 Regulation 73 visit spoke to a service user wo had moved to the service from her home initially on respite but who decided to stay did so due to the feeling of being safe at th e service. Robust escalations process within the organisation, and leader ship colleagues are expected to escalate significant concerns w ithin time thresholds. The extent to which people live in accommodation that best There is significant evidence that the environment at Plas Y Ga supports their wellbeing and achievement of their personal rn does support individuals well-being and personal outcomes. Individual bedrooms are personalized, some rooms have receiv outcomes. ed recent cyclical redecoration. Tere has been significant changes due to long term absence of some of the domestic team and the RI dud liaise with the mana gement team to improve the deep cleaning of certain communal ares within the service. Other evidence at site indicates that residents are influencing menu's, activities and have been introduced to new colleagues in the recruitment and selection process.

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 | 24.53 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 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	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	0	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	0	
Safeguarding	0	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed	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	

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 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	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.	y have been undertaken. Any training not listed	
nduction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
	I	
nfection, prevention & control	1	
	1	
Manual Handling		
Manual Handling Safeguarding	1	
Manual Handling Safeguarding Medicine management	1 0	
Manual Handling Safeguarding Medicine management Dementia	1 0 1	
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	1 0 1 1	
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 0 1 1	
Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 0 1 1	
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	1 0 1 1	
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	1 0 1 1 1 1	
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	1 0 1 1 1 1	
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 No. of volunteers	1 0 1 1 1 1 1	
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 No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	1 0 1 1 1 1 1 0 0	
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 No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	1 0 1 1 1 1 1 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	1 0 1 1 1 1 1 1 0 0 0	

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	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	9
No. of posts vacant	1
Set out the number of staff who undertook relevent provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	9
Dementia	2
Positive Behaviour Management	3
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. or volunteers	0
No. of Agency/Bank staff	Ů
	2
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	2
No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	2
No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff  Outline below the number of permanent and fixe	d term contact staff by hours worked per week.

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 19:45-08:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9	
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	19	
No. of posts vacant	2	
not outlined above'.	raining undertaken pertinent for this role which is	
Induction	0	
Health & Safety	17	
Equality, Diversity & Human Rights	13	
Infection, prevention & control	2	
Manual Handling	3	
Safeguarding		
99	2	
Medicine management	2 4	
Medicine management	4	
Medicine management  Dementia  Positive Behaviour Management  Food Hygiene	4	
Medicine management  Dementia  Positive Behaviour Management	4 4 13	
Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	4 4 13	
Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	4 4 13	
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	4 4 13 2	
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	4 4 13 2	
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	4 4 13 2 19 0	
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  No. of volunteers	4 4 13 2 19 0	
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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	4 4 13 2 19 0 0 0 0	
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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours) staff	4 4 13 2 19 0 0 0 0	
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  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	4 4 13 2 19 0 0 0 4 d term contact staff by hours worked per week.	

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.	08:00-20:00 20:00-08:00	
Staff Qualifications		
No. of staff who have the required qualification to	19	
be registered with Social Care Wales as a social care worker		
No. of staff working towards the required/recommended qualification	0	
Domestic staff		
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	6	
No. of posts vacant	2	
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'.	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 may can be added to 'Please outline any additional tra	ant training. The list of training categories y have been undertaken. Any training not listed	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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	
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0 3	
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0 3	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0 0 0 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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 aining undertaken pertinent for this role which is  0 0 0 0 0 0 2	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.  Induction	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 2 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 2 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainition 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	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 2 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 2 0 0	
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train 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	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 2 0 0 0 0	
Set out the number of staff who undertook releval provided is only a sample of the training that may can be added to 'Please outline any additional trainity 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  0 0 0 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0 0	
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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  No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 2 0 0 0 0 0 0 0 0 0 0 0	
Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot 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  No. of volunteers  No. of Agency/Bank staff  No. of Non-guaranteed hours contract (zero hours)	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	

	1	
No. of part-time staff (17-34 hours per week)	4	
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	0	
qualification	O .	
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	7	
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	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
Safeguarding	1	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	2	
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)	1	
No. of part-time staff (16 hours or under per week)	5	
Staff Qualifications		
Stail Qualifications		

No of staff who have the required auglification	7	
No. of staff who have the required qualification		
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.	Reception/Administrator Maintenance Activities Organiser	
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	2	
Health & Safety	1	
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	4	
Contractual Arrangements  No. of permanent staff	4 0	
Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff		
Contractual Arrangements  No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0	
Contractual Arrangements  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)	0 0	
Contractual Arrangements  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)	0 0 0 0	
Contractual Arrangements  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	0 0 0 0	
Contractual Arrangements  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)	0 0 0 0 td term contact staff by hours worked per week.	
Contractual Arrangements  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)	0 0 0 0 0 d term contact staff by hours worked per week.	
Contractual Arrangements  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	0 0 0 0 d term contact staff by hours worked per week.	
Contractual Arrangements  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)	0 0 0 0 d term contact staff by hours worked per week.	

# Service Profile

### Service Details

Name of Service	Ty Penrhos
Telephone Number	02920854340
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

# Service Provision

# People Supported

How many people in total did the service provide care and	114
support to during the last financial year?	

# Fees Charged

The minimum weekly fee payable during the last financial year?	942.92
The maximum weekly fee payable during the last financial year?	3175.05

# Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	3
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service User Satisfaction Survey. Resident and Family Meetings Review's on Care Home.Co.uk Quality Assurance Audits Reg 73 Visits Care Plan Reviews. Contract Monitoring Visits.

### Service Environment

How many bedrooms at the service are single rooms?	83
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	83
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	9
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	Residents have access to a internal courtyard garden and a furth er perimeter garden off the APD community. Residents also have access to three balcony areas and one veranda.
Provide details of any other facilities to which the residents have access	There is a family room at the service. There is a communal area "The Street" where communal activities occur. There are three sittings areas throughout the home, where reside nts can sit with loved ones.

### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published  $\underline{\text{guidance}}$  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.	Annually Ty Penrhos conducts a customer satisfaction survey hich feeds into the October Quality of Care Review. October 22 quality of care reported that out of the services users and relatives asked a high proportion felt their views we listened too and their care and support needs were met. This feedback is consistently recorded in Responsible Individuals Reg 73 reports and Quality Assurance Audits. In addition, RI has seen regular evidence of residents and relatives' meetings having taken place at the service. It is fair to acknowledge that concerns were raised about the service in September 2022 by contracts monitor is and subsequently Care Inspectorate Wales regarding staffing a rrangements and quality of care delivered, however we worked
	closely with contracts monitors with heightened service inspect ons and these areas were promptly addressed by the Care Op erations team at Hafod.
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.	Ty Penrhos has robust systems and processes in place to ensire peoples individual's health and well-being needs are captured. There is also monthly compliance monitoring completed by the quality auditors to ensure there is 360 approaches to improving the quality of care delivered.  We recognize as a team that our person-centered personal plans need to be more strengths orientated and going forward Ty Penrhos will be focused on addressing this.
The extent to which people feel safe and protected from abuse and neglect.	Feedback from customer satisfactions surveys completed by in dividuals and or their relatives residing at Ty Penrhos show the people do feel protected from abuse. RI works closely with the eam to ensure duty of candor and transparency when issues have been highlighted. Over recent months there have been seeral DTR referrals by the management team at Ty Penhros on y one remains open as others were closed. Any colleagues involved in alleged misconduct have been referred to Fitness to Factice (Social Care Wales).
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Ty Penrhos has consistently maintained high standards in terms of the environment at the service. The home is well-decorate. RI has raised concerns on previous two regulation 73 regarding clutter in some bathroom areas these have been addressed and items removed promptly. At Christmas time one of the communities reported that a lounge was cold, the care operational eam and RI acted swiftly to address and monitor the temperature.
	e. Equipment for the service is routinely purchased and the team are innovative in designing and making products to assist with he care needs of their service user.

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.

127.45

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### **Contractual Arrangements**

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

Outline below the number of normanent and fixed term centest staff by house worked nor uncl		
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	1	
be registered with Social Care Wales as a Service Manager		
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	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	1	
No. of posts vacant	0	
Training undertaken during the last financial year Set out the number of staff who undertook releving provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	ant training. The list of training categories	
Induction	0	
Health & Safety		
Equality, Diversity & Human Rights	1	
	0	
Infection, prevention & control	0	
Infection, prevention & control  Manual Handling	0 0 1	
Infection, prevention & control  Manual Handling  Safeguarding	0 0	
Infection, prevention & control  Manual Handling	0 0 1 1	
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	0 0 1 1	
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	0 0 1 1 1 0	
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	0 0 1 1 1 0	
Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	0 0 1 1 1 0	
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.	0 0 1 1 1 0	
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	0 0 1 1 1 0 1 0	
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	0 0 1 1 1 0 1 0	
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	0 0 1 1 1 0 1 0	
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  No. of volunteers	0 0 1 1 1 0 1 0	

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

Staff Qualifications	Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0		
No. of staff working towards the required/recommended qualification	0		
Nursing care 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	12		
No. of posts vacant	0		
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.			
Induction	0		
Health & Safety	3		
Equality, Diversity & Human Rights	2		
Infection, prevention & control	1		
Manual Handling	3		
Safeguarding	2		
Medicine management	12		
Dementia	2		
Positive Behaviour Management	8		
Food Hygiene	2		
Please outline any additional training undertaken pertinent to this role which is not outlined above.			
Contractual Arrangements			
No. of permanent staff	12		
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)	9		
No. of part-time staff (17-34 hours per week)	2		
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 or 19:45 - 08:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12	
No. of staff working towards the required/recommended qualification	0	
Registered nurses		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
No. of staff in post	22	
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	3	
Health & Safety	6	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	2	
Manual Handling	9	
Safeguarding	2	
Medicine management	20	
Dementia	5	
Positive Behaviour Management	11	
Food Hygiene	4	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	22	
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	2	
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)	14	
No. of full-time staff (35 hours or more per week)  No. of part-time staff (17-34 hours per week)	5	

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 19:45 - 08:00	
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	5	
·	0	
No. of posts vacant	<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	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	0	
Manual Handling	1	
Safequarding	1	
Medicine management	5	
Dementia	2	
Positive Behaviour Management	2	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
perunent to this role which is not outlined above.		
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	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)	3	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	2	
Typical shift patterns in operation for employed staff		

5 0 Yes		
0		
Yes		
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.		
96		
8		
<u> </u>		
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'.		
16		
20		
21		
20		
32		
15		
18		
15		
33		
26		
96		
0		
0		
0		
13		
term contact staff by hours worked per week.		
58		
23		
15		
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 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.	08:00-20:00 or 20:00-08:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	92	
No. of staff working towards the required/recommended qualification	2	
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	17	
No. of posts vacant	0	
not outlined above'.	raining undertaken pertinent for this role which is	
Induction	2	
Health & Safety	4	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	0	
Positive Behaviour Management	4	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	0	
Contractual Arrangements		
No. of permanent staff	17	
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	5	
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)	8	
No. of part-time staff (16 hours or under per week)	9	
Staff Qualifications		
No. of staff who have the required qualification	19	
No. of staff working toward required/recommended	0	
qualification		
Catering staff		
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	10	
No. of posts vacant	1	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	0	
Health & Safety	3	
Equality, Diversity & Human Rights	2	
Infection, prevention & control	2	
Manual Handling	0	
Safeguarding	0	
Medicine management	0	
Dementia	2	
Positive Behaviour Management	4	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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	3	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	5	
No. of part-time staff (17-34 hours per week)	2	
No. of part-time staff (16 hours or under per week)	3	
Staff Qualifications		

No. of staff who have the required qualification	10	
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.	Receptionist Maintenance Person Activities Organiser Financial Administrator	
Filled and vacant posts		
No. of staff in post	7	
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	4	
Equality, Diversity & Human Rights	3	
Infection, prevention & control	3	
Manual Handling	0	
Safeguarding	2	
Medicine management	0	
Dementia	2	
Positive Behaviour Management	4	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	7	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
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)	3	
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	7	
No. of staff working toward required/recommended qualification	0	

# Service Profile

# Service Details

Name of Service	Woodcroft
Telephone Number	02920774500
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

### Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	103

# Fees Charged

The minimum weekly fee payable during the last financial year?	935.52
The maximum weekly fee payable during the last financial year?	1200

# Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	3
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?	Service holds annual customer satisfaction surveys.     Quarterly residents and relatives' meetings.     Outcome focused Personal Plan Reviews.     Quarterly Site visits of both Responsible Individual and Quality Auditor both speaking to service users.     Social Worker/CMHT Reviews     Contracts Monitor Visits.

# Service Environment

How many bedrooms at the service are single rooms?	60
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	60
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	6
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	Residents have access to a secure courtyard garden on the ground-floor community. Both the 1st and second floor communities have access to balcony areas.
Provide details of any other facilities to which the residents have access	Residents have access to Atrium, here most of the communal activities and entertainments take place. There is a hairdresser/sens ory room, 2 reminiscence spaces (pub and quiet area).

# 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	Home does use pictorial flash cards and visual menus.

# Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

 $\hbox{CIW have published $\underline{\tt guidance}$ 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.

	<u></u>
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.	Evidence from the residents customer satisfaction survey's, quality assurance audits, RI regulation 73 reports and feedback from contracts monitors show that people's voices are listened to and have choices about the care and support they are have be en offered. It is fair to say that the service did require some improvements in respect to some of these areas as evidenced by the Care Inspectorate Wales inspector on the November inspection, but in more recent weeks improvements have been acknow ledged.
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.	Overall, with the ongoing development of the person-centered personal plans and the associated monitoring systems the service can evidence that individuals are health and well-being is supported. Again, I feel it is important for me to recognize that furt her developments are planned as we move from generally a tas k orientated narrative to more strengths-based approaches. Due to some previous concerns Woodcroft has recently developed by far more robust systems to monitoring weight, and DOL's. Feedback from District Nurses and CMHT team have been reall y positive where they have noticed prompt referrals from Wood croft for medical attention. Going forward the service does recognize we must improve at the prevention and not just focus on the prompt referral.
The extent to which people feel safe and protected from abuse and neglect.	Feedback from the customer satisfaction surveys, and feedback from regulation 73 visits and quality assurance audits does evidence that people do generally feel protected from abuse at the service. However, it is important for me to recognise that in recent months there have been several DTR referrals due to medication errors and one relating to a person with a cognitive impairment being able to leave site unaccompanied. We have worked transparently and collaboratively with contracts monitoring and Care Inspectorate Wales in all instances and have completed our own route cause investigations to ensure we learn the less ons from those instances. Daily monitoring in respect of medication management now takes place at Woodcroft.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In November 2022 Care Inspectorate Wales visited Woodcroft a nd found several concerns in relation to the environment at the service. Similar concerns had also been escalated to the Opera tional Leadership Team by the Responsible Individual and the Quality Assurance Auditor. The Operational Leadership Team r esponded robustly with a complete redecoration of the service, painting, replacement lounge seating and flooring. Feedback fr om people using and working at the service has improved as a result and these improvements have also been acknowledged by Care Inspectorate Wales and Contracts Monitoring.

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.

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	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### **Contractual Arrangements**

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
OL WOLLEY II		
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	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	1	
No. of posts vacant	1	
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	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	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 fixed term contact staff by hours worked per week.		

No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate 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	1	
No. of posts vacant	0	
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ly have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	0	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	0	
Positive Behaviour Management	1	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	0	
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.	
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		
Stan 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	
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		
	44	
No. of staff in post	11	
No. of staff in post  No. of posts vacant  Training undertaken during the last financial years at a taff who was a factor of the first of the standard of the	1 ar for this role type.	
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 ma	ar for this role type.  ant training. The list of training categories	
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	ar 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	
No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar 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 year 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'.  Induction  Health & Safety	ar 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	
Training undertaken during the last financial year Set out the number of staff who undertook relevance 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	ar 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	
No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevance 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	ar 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  0 6 3	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	ar 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  0 6 3 5	
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 may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	ar 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  0 6 3 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	ar 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  0 6 3 5 0 10	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertook and the training that may can be added to 'Please outline any additional training undertook and the training that may be added to 'Please outline any additional training undertook and training that may be added to 'Please outline any additional training undertook and training that may additional training undertook relevance outline any additional training that may additional training undertook relevance outline any additional training undertook re	ar 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  0 6 3 5 0 10	
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 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	ar 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  0 6 3 5 0 10 9	
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	ar 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  0 6 3 5 0 10 9 5	
No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may 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	ar 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  0 6 3 5 0 10 9 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken provided is only a sample of the training that may can be added to 'Please outline any additional training that may additional training that may additional training that may additional training undertaken pertinent to this role which is not outlined above.	ar 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  0 6 3 5 0 10 9 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken pertinent to this role which is 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	ar 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  0 6 3 5 0 10 9 5 9 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance 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 Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	ar 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  0 6 3 5 0 10 9 5 9 5	
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken provided 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	ar 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  0 6 3 5 0 10 9 5 9 5	

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)	3	
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.	07:45 - 20:00 19:45 - 08:00	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11	
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	55	
No. of posts vacant	3	
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	13	
Health & Safety	17	
Equality, Diversity & Human Rights	20	
Infection, prevention & control	17	
Manual Handling	15	
Safeguarding	1	
Medicine management	11	
Dementia	16	
Desitive Debaydes - Marray	1	
Positive Behaviour Management	16	
Positive Behaviour Management  Food Hygiene	16 23	
	16 23 21	
Food Hygiene Please outline any additional training undertaken	16 23 21	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	16 23 21	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	16 23 21 14	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	16 23 21 14	

No. of Non-guaranteed hours contract (zero hours) staff	15
Outline below the number of permanent and fixed	ed 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)	22
No. of part-time staff (16 hours or under per week)	16
	1.0
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.	07:45-20:00 07:45-14:00 17:00-22:00 18:00-23:00 14:00-20:00 20:00-08:00
Staff Qualifications	
	I
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	55
No. of staff working towards the	0
required/recommended qualification	
Domestic staff	
	1
Does your service structure include roles of this	Yes
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spe	ition as of the 31st March of the last financial year.
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.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
Important: All questions in this section relate spectated, the information added should be the possible of the information added should be the possible of the training that manufacture of the possible of the training that manufacture of the provided is only a sample of the training that manufacture of the possible of	5 3 ar for this role type.
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the possible of the possible of the training that may be added to 'Please outline any additional to the state of the provided is only a sample of the training that may can be added to 'Please outline any additional to the state of the provided is only a sample of the training that may be added to 'Please outline any additional to the state of the possible of the possib	5 3 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
Important: All questions in this section relate spe 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 of the staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	5 3 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
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the training that may can be added to 'Please outline any additional to not outlined above'.	5 3 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
Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the	5 3 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  0 1
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	5 3 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  0 1 0
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  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	5 3 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  0 1 0 1 0
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year section of the training that may can be added to 'Please outline any additional the not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	5 3 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  0 1 0 0 0 0
Important: All questions in this section relate specificated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  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	5 3 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  0 1 0 0 0 0
Important: All questions in this section relate spectated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year section 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	5 3 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  0 1 0 0 0 0 0 0
Important: All questions in this section relate specificated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  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	5 3 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  0 1 0 0 0 0 0 0 0
Important: All questions in this section relate spestated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated, the information added should be the possible stated.  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year section of the training that may can be 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	5 3 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  0 1 0 0 0 0 0 0 0 0 0 0
Important: All questions in this section relate spectated, the information added should be the possibilities.  Filled and vacant posts  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  Food Hygiene  Please outline any additional training undertaken	5 3 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  0 1 0 0 0 0 0 0 0 0 0 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	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)	2	
No. of part-time staff (16 hours or under per week)	2	
Staff Qualifications		
No. of shelf who have the approximate available attention	5	
No. of staff who have the required qualification	5	
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	6	
No. of posts vacant	1	
Set out the number of staff who undertook releval provided is only a sample of the training that mat can be added to 'Please outline any additional transfer outlined above'.		
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	0	
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.		
Contractual Arrangements		
No. of permanent staff	6	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	1	
	l	

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)	4	
No. of part-time staff (16 hours or under per week)	1	
Staff Qualifications		
No. of staff who have the required qualification	6	
No. of staff working toward required/recommended qualification	0	
Other types of staff		
Does your service structure include any additional role types other than those already listed?	Yes	
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer Activities Organiser Receptionist Administrator	
Filled and vacant posts		
No. of staff in post	7	
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	2	
Health & Safety Equality, Diversity & Human Rights		
,	2	
Equality, Diversity & Human Rights	2 4	
Equality, Diversity & Human Rights Infection, prevention & control	2 4 3	
Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	2 4 3 2	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	2 4 3 2 2	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	2 4 3 2 2 0	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	2 4 3 2 2 0 3	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	2 4 3 2 2 0 3 3	
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	2 4 3 2 2 0 3 3	
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.	2 4 3 2 2 0 3 3	
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	2 4 3 2 2 0 3 3 3 0	
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	2 4 3 2 2 0 3 3 3 0	
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	2 4 3 2 2 0 3 3 3 0 7 0	
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 No. of volunteers	2 4 3 2 2 0 3 3 3 0 7 0 0 0	
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 No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	2 4 3 2 2 0 3 3 3 0 7 0 0 0 0 0	
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 No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	2 4 3 2 2 0 3 3 3 0 7 0 0 0 0 0	
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 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	2 4 3 2 2 0 3 3 3 0 7 0 0 0 0 0 0 d term contact staff by hours worked per week.	

Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0