

# Annual Return 2022/2023

## Provider Information to be published

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

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

Provider name:	Middlepatch Limited	
The provider was registered on:	09/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	College Fields Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	09/05/2018
	Responsible Individual(s)	
	Manager(s)	Helen Randall
	Maximum number of places	68
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We maintain and regularly update the training matrix . We have a training manager and training officers with a Nurse trainer who conducts induction, ongoing and refresher trainings and holds regularly and on adhoc basis in addition based on training needs fed back, observed and reflected. Training for SCW Registrations happen alongside and support given to staff for this. We also have introduced an online Training Programme . We also have external trainers to supplement current training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We obtain regular feedback from the HR department and the immediate management on the upcoming vacancies . We have developed a bank option for the group so staff with experience are provided to respective care homes based on the need and looking at the IPC / Covid status. We advertise on Indeed and other governmental sites and use 'we care ' service from SCW. We had to rely on Overseas recruitment for filling vacancies and is registered with Home Office .

## Service Profile

### Service Details

Name of Service	College Fields Nursing Home
Telephone Number	01446747778
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	93
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1120
The maximum weekly fee payable during the last financial year?	1700

### 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?	We take feedback from People informally and formally through a response form involving people using the service, their family/ NO K, visiting professionals and staff. Manager can be approached to discuss any concerns. family meetings are held regularly to allow for open communications.

### Service Environment

How many bedrooms at the service are single rooms?	65
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	College fields nursing Home has a large area of secure garden with mature shrubs and enriched with seasonal plants . The centre of the garden has a weather protected gazebo with full weather protection for people to use all through the seasons irrespective of the weather .
Provide details of any other facilities to which the residents have access	College fields Nursing Home is within a walking distance to local pubs which people and families enjoy a lot , good few parks are nearby :the Barry Island, Amelia farm etc are within short driving distance to where and the surrounding areas trips are arranged by the Home using own Mini bus with wheel chair access. People will be encouraged to take part in outside activities that are appropriate in addition to the activity programme organised by the inhouse team.

### 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	We use picture cards, writing boards for those who require extra help with communication, relevant professional team will be approached for additional input and our staff are well trained to support
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Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>During the pandemic we developed more ways in ensuring that the people who use our service are heard and that they do have choice about their care and support, and opportunities are made available to them.</p> <p>We know here at College Fields how very important contact is between our residents and their loved ones and the effects of this was seen even more so during the pandemic. We never stopped end of life visiting but were careful to ensure that everyone remained as safe as possible during these times, with visitors wearing full PPE. During the pandemic we developed new systems to enable communication to the highest possible quality and it open our eyes to new ways of maintaining contact. We embraced technology and took many of our residents and their loved ones on this journey with us. We used skype, WhatsApp, telephones, window visits to enable communication. We purchased laptops and tablets. We were fortunate to also be donated tablets from local companies. We purchased mobile phones. We trained staff who were unsure how to work these devices. We recruited extra staff to facilitate and enable daily "virtual visits" on all of our floors. GP visits were often via videos, as were other professional consultations. Although not ideal, it protected everyone and allowed the resident to speak and interact with the medical professional or their family members. They felt heard.</p> <p>We are now returning to some normality and visiting, and communication is much easier as visiting is back to its "new normal". Reviews with nurse assessors, social workers and other members of the MDT are face to face, unless we have any "incidents". We work with SLT and other departments for communication support for residents who would benefit from individualised technology to improve their communication and therefore well-being.</p> <ul style="list-style-type: none"> <li>• The Home Manager walks the floors each day she is working, speaking with residents, visitors and staff.</li> <li>• There is always an "on call" manager available 24 hours a day.</li> <li>• The Deputy Manager and Clinical Lead do the same on their supernumerary days.</li> <li>• The Home Manager visits the lounge each day she is working to speak with residents attending the day's activities.</li> <li>• We issue resident, visitor, staff, and professional visitors' anonymous questionnaires (file in Manager's Office)</li> <li>• We have now recommenced face to face staff meetings, and we have recommenced having face to face resident and relative meetings.</li> </ul>
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<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Our aim is for our residents to be happy and supported to maintain their ongoing health, development, and overall well-being. We support our residents depending upon the amount of support they want and need. Some residents choose to continue with their own dentist, hairdresser, chiropodist or optician and want to continue to attend external appointments. In these circumstances we encourage their friends and family to escort them to these appointments if the residents need support. If this is not possible, we will try and arrange a staff member to accompany them. We also allow these professionals to visit these residents in the home. For those residents who no longer want to travel to such appointments, we happily refer them to professionals who will attend the home. We discuss these issues during the admissions procedure.</p> <p>Residents, relatives, and professionals are sent satisfaction questionnaires and their comments can be seen in the file in the manager's office.</p> <p>It is vital that choice is offered to all residents. Residents are allowed to take risks; it is up to the staff in the home to establish mental capacity for each specific decision and then risk assess the activity reducing each individual activity to the lowest possible risk. We want our residents to live, be happy and not just survive.</p> <p>College Fields is proactive in promoting residents to maintain choice, preference, meaningful relationships with whom they choose, meaningful occupation, independence, and privacy with the aim to achieving happiness, improved health, development and well-being</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We want all our residents and their loved ones to feel that our residents feel safe and protected from abuse and neglect. It is their right to feel safe and secure.</p> <p>We run a transparent setting and apply a duty of candour, involving different agencies if we have any concerns. We may involve the relative, staff, Age Connect Advocate, Social Worker, Nurse Assessor, GP, Mental health Services, CIW, Safeguarding the police or many others.</p> <p>The Home Manager has an open-door policy and encourages staff and visitors to approach her with any concerns, which are always investigated and the person raising the concern is always fed back to.</p> <p>Appropriate referrals are made to Safeguarding, CIW TTP, PHW, H&amp;S etc and evidence is maintained in the Home Managers Office.</p> <p>Currently two in-house train the trainers who deliver safeguarding training, e learning and additional face to face training.</p>

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

- Appropriate placement following robust pre-admission assessment.
  - Where possible potential residents and their loved ones visit the home prior to admission.
  - Refusing to admit residents who we cannot appropriately meet needs whether that is down to behaviours, staffing numbers, staff competence or environment.
  - People's choices are respected. Some choose to interact with other residents, some do not. Some choose to attend group activities, some do not, some choose to sit out in their room all day, some do not. We strive to always ensure choice for our residents. However, we also consider their physical frailty, challenges and need and their cognition. Mental capacity will be assessed, and best interest decisions taken based on this and made together with others, as required.
  - Each bedroom is slightly different here at College Fields so if there is choice, upon admission we will allow people to choose the room they would like and encourage them to personalise it as much as possible.
  - We also try and match each resident with a bedroom appropriate to any medical condition.
  - We ask about likes/dislikes/hobbies/interests as well as other things which residents may not have taken part in previously but may like to try. We then include that in the individuals' activities and care plans.
  - Regular reviews of care plans to ensure any changes are taken into consideration and relevant documentation updated.
  - Allowing residents to live their life fully and take risks. Support these by underpinning with and required documentation.
  - Involving residents in the running of the home. Prospective staff members are shown around the home when possible and meet residents. Feedback is then gained from residents.
  - Ensuring sufficient staffing levels with appropriate training
  - Residents can go shopping and trips out with their loved ones.
  - Residents are encouraged to maintain previous professional who they attended prior to their admission such as GP, hairdressers, opticians, chiropodists, dentist etc
  - Inviting different community groups back into the home – local toddler groups, keep fits instructor, local schools as well as regular artists – Activity Officers to arrange.
  - Ensuring appropriate referrals are made to other agencies as and when required, for example advocacy, RPR mental health services etc
  - Finding out what is important for each individual resident.
- As we now have relaxed restrictions, we are able to hold community and relative/residents events .

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) 89

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	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training Social Care Wales Training for New registration Palliative care training Trainings obtained from attending Managers and provider forums.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Deputy service manager

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

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

Other supervisory staff

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, First Aid , Nutrition and hydration , Virtual trainings organised by UHB
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	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13



No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	13
Equality, Diversity & Human Rights	0
Infection, prevention & control	13
Manual Handling	8
Safeguarding	13
Medicine management	13
Dementia	13
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nurses have taken additional training on fire, First aid, Food hygiene, Nutrition and hydration, wound care management etc
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Nurses 0645 – 1915 and 1900 - 0700 Monday to Sunday including bank Holidays
<p>Staff Qualifications</p>	
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	1
<p>Registered nurses</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	13
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	13
Equality, Diversity & Human Rights	0
Infection, prevention & control	13
Manual Handling	8
Safeguarding	8
Medicine management	13
Dementia	13
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Nurses have undertaken training on Fire , First Aid, Nutrition and hydration, wound management, palliative care etc
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 fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Nurses 0645 – 1915 and 1900 - 0700
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	17

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	11
Health & Safety	17
Equality, Diversity & Human Rights	0
Infection, prevention & control	17
Manual Handling	17
Safeguarding	15
Medicine management	9
Dementia	17
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our Senior care staff have undertaken trainings on Fire, Hydration and nutrition, First Aid etc
<p>Contractual Arrangements</p>	
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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	0700 – 1900 dayshift and 1900 - 0700 Night Shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	33
No. of posts vacant	54
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	33
Equality, Diversity & Human Rights	9
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	5
Dementia	33
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff have undertaken additional trainings such as Fire training, First Aid, Nutrition and hydration, and other trainings relevant to their practice which are taught on the floor informally and formally .
Contractual Arrangements	
No. of permanent staff	33
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)	28
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day 07.00-19.00 Night 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	25
No. of staff working towards the required/recommended qualification	8
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	11
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	0
Health & Safety	11
Equality, Diversity & Human Rights	00
Infection, prevention & control	11
Manual Handling	6
Safeguarding	4
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training, Nutrition and Hydration

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	9
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	0
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts

No. of staff in post	8
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	8
Equality, Diversity & Human Rights	0
Infection, prevention & control	8
Manual Handling	6
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food allergy, First Aid, fire training , Nutrition and Hydration
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
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.	Admin Assistants Activities /diversional therapists Maintenance staff
<p>Filled and vacant posts</p>	
No. of staff in post	11
No. of posts vacant	0

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

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

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	11
Manual Handling	4
Safeguarding	5
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire training

#### Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	11
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	0
No. of staff working toward required/recommended qualification	0