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:	Seren Healthcare Solutions Limited
The provider was registered on:	30/10/2020
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Seren Healthcare Solutions Limited

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/10/2020
Responsible Individual(s)	Stellah Chinamo
Manager(s)	Stellah Chinamo
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Seren Healthcare Solutions Limited

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/09/2022
Responsible Individual(s)	Stellah Chinamo
Manager(s)	Stellah Chinamo
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	The organisation conducts a skills assessment for its staff, which identifies any training needs required. As part of the recruitment process there are competences that are mandatory for employment to be offered. We offer on-line training courses for all staff and conduct face to face training with accredited training experts at our training facility. Supervision and meetings are also used to meet training gaps identified through supervision or inspections in the field
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	To retain staff our organisation has adopted a pay system which takes into account travelling time between appointments and pays for that time. We pay our staff on shift 11.5 hours per day which incorporates their breaks and travel times. We prepare and distribute our monthly rota in advance to enable our staff to plan ahead. We focus on work/life balance. We provide opportunities for growth as we identify candidates for promotion internally before looking for external candidates.

Service Profile

Service Details

Name of Service	Seren Healthcare Solutions Limited

Telephone Number	01633526711
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We access translation services for other languages

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	130

Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	22

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	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 users are supported to complete an annual quality assurance survey/questionnaire to determine their views on the service and any areas for improvement. The annual survey also covers user's representatives, external professionals and placing authorities and staff. Annual Survey Report summarises the responses and details any improvements for the future. A thematic review of all information is conducted at governance meetings to identify and address key areas of concern and/or areas of good practice that may be shared in the wider organisation. Seren Healthcare Solutions Limited operates a robust complaints procedure, which service users are encouraged to follow whenever they have a concern or complaint. Service users are given a copy of the complaints policy and procedure on engagement. As part of the organisations senior governance arrangement, regular audits are conducted on the service and the findings are reported to the responsible individual.

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	Assistive Technologies. e.g. Eye Gaze and Grid X

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	We conduct a robust needs assessment before we take on a service user to establish their needs and preferences in their care. The assessment covers their daily living needs and all aspects of their care. The assessment reviews the care plan from the funding authorities to its suitability in delivering person centred care. We provide bespoke care support that is person centred, planned, proactive and coordinated for people living in their own homes to prevent hospital admission. We have a responsibility to provide service users with full information about services and offer opportunities for choice wherever possible. If a service user expresses a wish to change the pattern of the service they receive—e.g. a variation in the number, length or timing of worker visits, or a change in their task schedule—this would be reported to the supervisor and considered immediately. If a service user expresses a wish for a change of worker, this would be similarly reported and explored by the supervisor. If it appears that the organisation is not able to meet the needs or preferences of a newly referred service user, the manager would give consideration to advising on an alternative source of service, either by referring the service user to the social services department or by directly suggesting another organisation. If a situation arises wherein an existing service user develops needs or preferences that the current worker is not able to meet, then the manager or supervisor would consider whether an alternative worker would be more suitable and to arrange this if appropriate. If, exceptionally, it appears that we cannot in any way continue to meet the service user's requirements, they would be referred elsewhere and appropriate arrangements made for our organisation's services to be terminated. If the service we provide is likely to be varied to any significant degree for a service user whose fees are being paid by a social services department, the manager would take steps to consult and obtain authorisation from the responsible social services care manager before implementing any change. Service users are engaged to provide feedback through customer surveys that are conducted or visits undertaken by Supervisory teams. All service users taken on-board have a 7 day review followed by a 30 day review to ascertain if they are happy with the service we provide, staff that attend to them and they are free to suggest any changes

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 resident's needs in respect of mental health and wellbeing is assessed using appropriate evidence-based assessment tools and processes by appropriately qualified and experienced Staff trained in their use. Tailor-made person-centred care packages are developed to provide specialist care within the comfort of the residents own home and familiar environment, negating the need for a costly hospital admission for people with challenging behaviours living in their own homes We always have a responsibility to ascertain and take into account the wishes and feelings of service users. Workers who pick up any views about the service from a service user with whom they are working pass these on to their supervisor, who considers the implications both for that service user and for the service in general. All staff encourage and help service users to make decisions about their care. We comply with any special local arrangements for self-assessment by service users. We match our workers to the specific needs and preferences of a service user where a service user has specific needs arising from dementia, mental health problems, sensory impairment, physical disabilities, learning disabilities or substance misuse problems, or where our service is for intermediate care or respite care. In any of these instances, the manager responsible for case allocation ensures that the worker allocated to the service user has the appropriate skills, experience and is prepared carefully for the new work. Use is made of knowledge possessed by other workers for briefing a worker new to such a situation, and managers use the opportunities of internal training and group supervision sessions to facilitate this sort of sharing
The extent to which people feel safe and protected from abuse and neglect.	The safety and protection of all stakeholders involved with our organisation is paramount. Through our robust governance framework, we ensure that there are effective audit systems and processes in place to assure the service users, carers, families, commissioners and other stakeholders that we are providing high quality, evidence based treatment and care through services that are Patient focused We have robust recruitment policies and procedures that we follow to ensure that safety is promoted in recruitment practices and also ensure that we are recruiting the right staff who will not pose a danger to the vulnerable clients we are looking after. As an organisation, we have adopted the six check standards set out by the National Health Service to ensure that we employ the right staff and keep our service users safe. The organisation has in place policies, procedures and processes, instructions or guidance to enable safe, effective and efficient care to be delivered. All policies, processes, instructions or guidance are stored electronically on a shared drive and are easily accessible to all staff. Service and visitors are able to view policies as these are printed out and placed in a file at reception. All policies are written with the needs of the service user in mind, reviewed in in line with regulations which state that policies, procedures and practices are reviewed and updated in light of changes to practice, changing legislation and best practice recommendations. Safeguarding policies are developed in line with the All Wales Safeguarding Procedures 2019. Where safeguarding concerns are raised the organisation implements the safeguarding policy and procedure as outlined in the Newport City Council Safeguarding (Adults at Risk) Policy and Procedures (2017) Staff receive regular supervision and there are arrangements in place to support staff. These will include but are not limited to training, staff meetings, information on notice boards, newsletters, handbooks etc. Training includes such aspects related to mental capacity, covert medication etc. Competency assessments are carried out before a member of staff can undertake roles involving medication. Staff also receive training in relation to infection control and food hygiene. The training teaches staff how they can work collaboratively with the people we look after to minimise the spread of infection and practice good hygiene.

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)	61

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	1
Positive Behaviour Management	1
Food Hygiene	1
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

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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	3
Positive Behaviour Management	1
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	The organisation is fully committed to staff learning and development. All new staff have an induction programme based on the All Wales Induction Framework for Health and Social Care and the accompanying resources. All staff are enrolled in on-line courses that are relevant to the service. The list below if for all on-line training that is undertaken by all staff. First Aid Catheter Care GDPR Stage One Fire Safety for Domiciliary Care COSHH Infection Control Safeguarding and Protection of Adults GDPR Stage Two Communication Duty of Care RIDDOR Recording Information Medication Practice for Domiciliary Care Falls Awareness Fire Safety Lone Working A Care Workers Role Care Certificate Induction Lone Working Mental Capacity Act and DOLS Epilepsy Awareness Basic Life Support Medication Practice Supervision Buccal Midazolam Personal Care Person Centred Care Oral Care Behaviours That Challenge Hand Hygiene Dignity in Care Oliver McGowan Mandatory Training Induction Autism Nutrition and Hydration Induction Learning Disability Care Planning Autism Managing Continence Learning Disability Dysphagia Professional Boundaries Risk Assessment Mental Health Pressure Area Care

▌ 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 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)	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	2

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	29
No. of posts vacant	6

> 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	29
Health & Safety	29
Equality, Diversity & Human Rights	29
Manual Handling	29
Safeguarding	29
Dementia	29
Positive Behaviour Management	8
Food Hygiene	29

Please outline any additional training undertaken pertinent to this role which is not outlined above.	The organisation is fully committed to staff learning and development. All new staff have an induction programme based on the All Wales Induction Frame work for Health and Social Care and the accompanying resources. All staff are enrolled in on-line courses that are relevant to the service. The list below if for all on-line training that is undertaken by all staff. First Aid Catheter Care GDPR Stage One Fire Safety for Domiciliary Care COSHH Infection Control Safeguarding and Protection of Adults GDPR Stage Two Communication Duty of Care RIDDOR Recording Information Medication Practice for Domiciliary Care Falls Awareness Fire Safety Lone Working A Care Workers Role Care Certificate Induction Lone Working Mental Capacity Act and DOLS Epilepsy Awareness Basic Life Support Medication Practice Supervision Buccal Midazolam Personal Care Person Centred Care Oral Care Behaviours That Challenge Hand Hygiene Dignity in Care Oliver McGowan Mandatory Training Induction Autism Nutrition and Hydration Induction Learning Disability Care Planning Autism Managing Continence Learning Disability Dysphagia Professional Boundaries Risk Assessment Mental Health Pressure Area Care

Contractual Arrangements

No. of permanent staff	29
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)	29
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	10
No. of staff working towards the required/recommended qualification	19

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	26
No. of posts vacant	10

> 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	26
Health & Safety	26
Equality, Diversity & Human Rights	30
Manual Handling	32
Safeguarding	32
Dementia	32
Positive Behaviour Management	1
Food Hygiene	32
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The organisation is fully committed to staff learning and development. All new staff have an induction programme based on the All Wales Induction Framework for Health and Social Care and the accompanying resources. All staff are enrolled in on-line courses that are relevant to the service. The list below if for all on-line training that is undertaken by all staff. First Aid Catheter Care GDPR Stage One Fire Safety for Domiciliary Care COSHH Infection Control Safeguarding and Protection of Adults GDPR Stage Two Communication Duty of Care RIDDOR Recording Information Medication Practice for Domiciliary Care Falls Awareness Fire Safety Lone Working A Care Workers Role Care Certificate Induction Lone Working Mental Capacity Act and DOLS Epilepsy Awareness Basic Life Support Medication Practice Personal Care Person Centred Care Oral Care Behaviours That Challenge Hand Hygiene Dignity in Care Nutrition and Hydration Induction Learning Disability Managing Continence Learning Disability Professional Boundaries Risk Assessment Mental Health

Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	11
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)	15
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	1

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	25

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.	Administrative Assistant To provide an efficient administrative service, within budgetary constraints, all relevant legislation, and the policies and procedures of the organisation. To undertake all Office administrative duties, including the coordination of Clients staff schedules as directed by the Domiciliary Care / Registered Manager. Administrative Duties • to upload data and maintain an excel database, to respond to enquiries, arrange appointments and process paperwork in line with service and department procedures • to update client information and maintain staff and client support schedules • to answer incoming phone calls and make outgoing calls as requested • to record information on the computer system • to maintain the service database records • to keep the office filling systems up to date • to identify clients service needs on the rosters and book staff to complete the work

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	3
Health & Safety	3
Equality, Diversity & Human Rights	2

Manual Handling	3
Safeguarding	3
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	0
No. of Fixed term contracted staff	2
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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Seren Healthcare Solutions Limited

Telephone Number	01633526711
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have access to translation services.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0

The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We did not provide services in the financial year.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.	We will conduct robust needs assessment before we take on a service user to establish their needs and preferences in their care. The assessment will cover their daily living needs and all aspects of their care. The assessment will review the care plan from the funding authorities to its suitability in delivering person centred care. We will provide bespoke care support that is person centred, planned, proactive and coordinated for people with a diagnosis of learning disability living in their own homes to prevent hospital admission. We will provide full information about services and offer opportunities for choice wherever possible. If a service user expresses a wish to change the pattern of the service they receive—e.g. a variation in the number, length or timing of worker visits, or a change in their task schedule—this would be reported to the supervisor and considered immediately. If a service user expresses a wish for a change of worker, this would be similarly reported and explored by the supervisor. If it appears that the organisation is not able to meet the needs or preferences of a newly referred service user, the manager would give consideration to advising on an alternative source of service, either by referring the service user to the social services department or by directly suggesting another organisation. If a situation arises wherein an existing service user develops needs or preferences that the current worker is not able to meet, then the manager or supervisor would consider whether an alternative worker would be more suitable and to arrange this if appropriate. If, exceptionally, it appears that we cannot in any way continue to meet the service user's requirements, they would be referred elsewhere and appropriate arrangements made for our organisation's services to be terminated. If the service we provide is likely to be varied to any significant degree for a service user whose fees are being paid by a social services department, the manager would take steps to consult and obtain authorisation from the responsible social services care manager before implementing any change. Service users are engaged to provide feedback through customer surveys that are conducted or visits undertaken by Supervisory teams. All service users taken on-board have a 7 day review followed by a 30 day review to ascertain if they are happy with the service we provide, that staff that attend to them and they are free to suggest any changes
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 resident's needs in respect of mental health and wellbeing will be assessed using appropriate evidence-based assessment tools and processes by appropriately qualified and experienced Staff trained in their use. Tailor-made person-centred care packages will be developed to provide specialist care within the comfort of the residents own home and familiar environment, negating the need for a costly hospital admission for people with challenging behaviours living in their own homes We will always ascertain and take into account the wishes and feelings of service users. Workers who pick up any views about the service from a service user with whom they are working pass these on to their supervisor, who considers the implications both for that service user and for the service in general. All staff encourage and help service users to make decisions about their care. We comply with any special local arrangements for self-assessment by service users. We will match our workers to the specific needs and preferences of a service user where a service user has specific needs arising from dementia, mental health problems, sensory impairment, physical disabilities, learning disabilities or substance misuse problems, or where our service is for intermediate care or respite care. In any of these instances, the manager responsible for case allocation ensures that the worker allocated to the service user has the appropriate skills, experience and is prepared carefully for the new work. Use is made of knowledge possessed by other workers for briefing a worker new to such a situation, and managers use the opportunities of internal training and group supervision sessions to facilitate this sort of sharing

| The extent to which people feel safe and protected from abuse and neglect. | The safety and protection of all stakeholders involved with our organisation is paramount. Through our robust governance framework, we ensure that there are effective audit systems and processes in place to assure the service users, carers, families, commissioners and other stakeholders that we are providing high quality, evidence based treatment and care through services that are Patient focused

We have robust recruitment policies and procedures that we follow to ensure that safety is promoted in recruitment practices and also ensure that we are recruiting the right staff who will not pose a danger to the vulnerable clients we are looking after. As an organisation, we have adopted the six check standards set out by the National Health Service to ensure that we employ the right staff and keep our service users safe.

The organisation has in place policies, procedures and processes, instructions or guidance to enable safe, effective and efficient care to be delivered.

All policies, processes, instructions or guidance are stored electronically on a shared drive and are easily accessible to all staff. Service and visitors are able to view policies as these are printed out and placed in a file at reception. All policies are written with the needs of the service user in mind, reviewed in in line with regulations which state that policies, procedures and practices are reviewed and updated in light of changes to practice, changing legislation and best practice recommendations.

Safeguarding policies are developed in line with the All Wales Safeguarding Procedures 2019.

Where safeguarding concerns are raised the organisation implements the safeguarding policy and procedure as outlined in the Newport City Council Safeguarding (Adults at Risk) Policy and Procedures (2017)

Staff receive regular supervision and there are arrangements in place to support staff. These will include but are not limited to training, staff meetings, information on notice boards, newsletters, handbooks etc.

Training includes such aspects related to mental capacity, covert medication etc. Competency assessments are carried out before a member of staff can undertake roles involving medication. Staff also receive training in relation to infection control and food hygiene. The training teaches staff how they can work collaboratively with the people we look after to minimise the spread of infection and practice good hygiene. |

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) | 3 |

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training includes; Leadership and management training. HR training Conflict resolution IT training

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager	
Does your service structure include roles of this type?	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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training will be provided. The training will cover the following IT training Leadership and management Safegaurding

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate 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	5

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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	0
No. of posts vacant	10

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

Contractual Arrangements

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0

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