

Annual Return 2023/2024

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	Jameela Healthcare PVT Limited	
The provider was registered on:	06/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Heritage Healthcare Swansea	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/06/2019
	Responsible Individual(s)	Jameela Kotawala
	Manager(s)	Juliet McInerney
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Heritage Healthcare Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/06/2018
	Responsible Individual(s)	Jameela Kotawala
	Manager(s)	Jenna Long
	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	Only recruit staff who share our commitment to providing excellent care; all staff have an enhanced DBS check in place. Ensure all staff attend an induction programme and shadow an experienced carer over 4 weeks before working with our Service Users. Gray matters online complete their Skills for Care training, all for Wales workbook. Our comprehensive training offers all of our staff the opportunity to continually develop. Annual appraisals, quarterly supervisions, monthly well-being checks.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We treat and respect all staff as individuals/ recognising their rights, needs, family life and health are as important as the delivery of care to our service users. We adopt a very open management style and feel that care staff would feel confident to approach us. We have a positive culture embracing open communication and positively encourage staff to feel confident and valued in their role. Equality, diversity, inclusion is evident throughout our company. We recruit on Indeed & sponsorship.

Service Profile

Service Details

Name of Service	Heritage Healthcare Cardiff
Service Telephone Number	02921111026
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	62
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.71
The maximum hourly rate payable during the last financial year?	22.50
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>When we receive a referral or request to provide service's we record all details and arrange a visit. The first visit is to meet with the Service User and find out what care or support you require. Then, if you are happy for us to support you, we will assess your individual needs which will involve asking questions about the kind of care and/or support that you require. These details will be transferred into your Support Plan which we will give you a copy of. Be treated as an individual, and to make their own decisions on matters which affect them.</p> <p>Participate as fully as possible in developing their Support Plan Request a review of care and support at any time Have privacy for themselves, their belongings and their affairs. Have their values, beliefs and chosen lifestyles respected at all times.</p> <p>Not be discriminated against for any reason such as race, age, colour, religion, sexual orientation, physical and financial circumstances and to have all needs respected and accepted.</p>

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)	Yes
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 offer care which reflects your needs and preferences, and, in particular:

a. We will visit you at your home to discuss your care requirements before we commence the service or, in emergency situations, in emergency situations the personal plan will be prepared within 24 hours of the commencement of the provision of care and support to the individual.

b. We will work with you, your family and any appropriate external social or health care professionals to carry out an assessment of your needs and preferences for care and treatment which we will record in a Support Plan.

c. We will enable and support you to be involved in decisions about the planning of your care. Support plan will consist of how on day to day basis your care and support needs will be met. How we will support you to achieve your personal outcomes and steps which will be taken to mitigate any identified risks to your well-being. Steps will be taken to support positive risk-taking and independence, where it has been determined this is appropriate.

d. We will design our care and services with a view to ensuring your wellbeing.

e. We will make reasonable adjustments, where required to meet your individual needs.

f. We will ensure that we have suitable facilities to meet your needs and ensure your safety.

g. We will assess the risks to your health and safety of receiving care and do all that is reasonably practicable to mitigate such risks.

You will inform us and keep us informed of all information which may be relevant to the Support

Plan, including, but not limited to, your likes, dislikes, allergies, lifestyle preferences and physical

and medical conditions. If you are unable to express your preferences due to lack of capacity, we will act in accordance with your best interest when making decisions on your behalf.

We will treat you with dignity and respect, ensure your privacy and allow you as much autonomy,

independence and involvement in your care as you wish, subject to health, safety and welfare of

our staff. We will encourage you to manage your own care as much as practicable.

We will seek your consent before giving any personal care to you.

We will take appropriate steps to prevent you from being abused or subject to improper treatment

and we will respond promptly to allegations of abuse. We will deal with complaints in accordance with our Complaints Procedure.

We will provid

<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>We are committed to providing a quality service and to continuous improvement of the care that we provide. It is our duty to ensure there are systems in place to record incidents and complaints. Systems in place for record keeping and making sure the policies and procedures are up to date. There are suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by the service. Every individual, whatever the circumstances, has the potential for development and the right to hold personal aspirations.</p> <ul style="list-style-type: none"> • Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of each Service User. • Respecting the Service User's religious, ethnic and cultural diversity. • By ensuring that we are fully informed of each Service User's wishes about their individual histories and characteristics.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We will seek your consent before giving any personal care to you. The care we provide will be appropriate and safe and will be provided by suitable staff.</p> <p>We will take appropriate steps to prevent you from being abused or subject to improper treatment and we will respond promptly to allegations of abuse. We will deal with complaints in accordance with our Complaints Procedure.</p> <p>We will provide the service set out in the Support Plan to you. We will review the personal care plan as and when required but at least every three months. Review will reflect if you have achieved your personal outcomes and if not, your support plan will be revised and reviewed.</p> <p>We will review the Support Plan with you, your family and, where applicable, any other appropriate external social or health care professionals. You shall use your best endeavours to participate in the review of the Support Plan.</p> <p>If your needs change or increase to a level which cannot be met by us, we will tell you without delay, and will endeavour to discuss alternative arrangements, and agree a mutually acceptable solution with you. Our performance and quality assurance are subject to regular reviews to ensure its continuing suitability and effectiveness. We are committed to the provision of quality services and have an effective quality assurance system. A fundamental part of our quality assurance procedures focuses on review. Suitable arrangements are in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by us. We will be analysing the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>30</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	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.	Gray Matters online Medication First Aide 3 year Manual Handling train the trainer QCF social care Wales registrations Infection Control
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
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
<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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	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 social care worker	0
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	No

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Provide personal, practical and social care to Service Users, upholding the values of privacy, dignity, independence, choice, rights, fulfilment and confidentiality.</p> <p>Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their well being.</p> <p>Support Service Users to maintain their relationships and connections with the local community.</p> <p>Be responsible for promoting and safeguarding the welfare of those individual they support.</p> <p>Assist in the development and maintenance of a detailed support plan to review and evaluate Service Users' needs. Report all information regarding changes to the service or any problems encountered to the Manager/Senior Carer as they arise. Maintain accurately, all relevant documentation for the benefit of all personnel .</p> <p>Listen to, advise and support Service Users/relatives/friends engendering caring and confidential relationships and enhancing the care given.</p> <p>Reference to be made at all times to Staff handbook.</p>
Filled and vacant posts	
No. of staff in post	26
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Manual Handling	11
Safeguarding	11
Dementia	11
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Gray Matters online</p> <p>Medication</p> <p>First Aide 3 year</p> <p>Manual Handling train the trainer</p> <p>QCF social care Wales registrations</p> <p>Infection Control</p>
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	9
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	17

No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	26
No. of staff working toward required/recommended qualification	15

Service Profile

Service Details

Name of Service	Heritage Healthcare Swansea
Service Telephone Number	01792712122
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?	35
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.44
The maximum hourly rate payable during the last financial year?	22.44
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly Reviews done by RI & CM Customer Satisfaction 6 monthly Home Care reviews

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Pictures, Body language

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>We will offer care which reflects your needs and preferences, and, in particular:</p> <ul style="list-style-type: none"> a. We will visit you at your home to discuss your care requirements before we commence the service or, in emergency situations, in emergency situations the personal plan will be prepared within 24 hours of the commencement of the provision of care and support to the individual. b. We will work with you, your family and any appropriate external social or health care professionals to carry out an assessment of your needs and preferences for care and treatment which we will record in a Support Plan. c. We will enable and support you to be involved in decisions about the planning of your care. Support plan will consist of how on day to day basis your care and support needs will be met. How we will support you to achieve your personal outcomes and steps which will be taken to mitigate any identified risks to your well-being. Steps will be taken to support positive risk-taking and independence, where it has been determined this is appropriate. d. We will design our care and services with a view to ensuring your wellbeing. e. We will make reasonable adjustments, where required to meet your individual needs. f. We will ensure that we have suitable facilities to meet your needs and ensure your safety. g. We will assess the risks to your health and safety of receiving care and do all that is reasonably practicable to mitigate such risks. <p>You will inform us and keep us informed of all information which may be relevant to the Support Plan, including, but not limited to, your likes, dislikes, allergies, lifestyle preferences and physical and medical conditions. If you are unable to express your preferences due to lack of capacity, we will act in accordance with your best interest when making decisions on your behalf.</p> <p>We will treat you with dignity and respect, ensure your privacy and allow you as much autonomy, independence and involvement in your care as you wish, subject to health, safety and welfare of our staff. We will encourage you to manage your own care as much as practicable.</p> <p>We will seek your consent before giving any personal care to you.</p> <p>We will take appropriate steps to prevent you from being abused or subject to improper treatment and we will respond promptly to allegations of abuse. We will deal with complaints in accordance with our Complaints Procedure.</p>
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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>We are committed to providing a quality service and to continuous improvement of the care that we provide. It is our duty to ensure there are systems in place to record incidents and complaints. Systems in place for record keeping and making sure the policies and procedures are up to date. There are suitable arrangements in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by the service. Every individual, whatever the circumstances, has the potential for development and the right to hold personal aspirations.</p> <ul style="list-style-type: none"> • Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of each Service User. • Respecting the Service User's religious, ethnic and cultural diversity. • By ensuring that we are fully informed of each Service User's wishes about their individual histories and characteristics.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We will seek your consent before giving any personal care to you. The care we provide will be appropriate and safe and will be provided by suitable staff.</p> <p>We will take appropriate steps to prevent you from being abused or subject to improper treatment and we will respond promptly to allegations of abuse. We will deal with complaints in accordance with our Complaints Procedure.</p> <p>We will provide the service set out in the Support Plan to you. We will review the personal care plan as and when required but at least every three months. Review will reflect if you have achieved your personal outcomes and if not, your support plan will be revised and reviewed.</p> <p>We will review the Support Plan with you, your family and, where applicable, any other appropriate external social or health care professionals. You shall use your best endeavours to participate in the review of the Support Plan.</p> <p>If your needs change or increase to a level which cannot be met by us, we will tell you without delay, and will endeavour to discuss alternative arrangements, and agree a mutually acceptable solution with you. Our performance and quality assurance are subject to regular reviews to ensure its continuing suitability and effectiveness. We are committed to the provision of quality services and have an effective quality assurance system. A fundamental part of our quality assurance procedures focuses on review. Suitable arrangements are in place to establish and maintain a system for monitoring, reviewing and improving the quality of care and support provided by us. We will be analysing the aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>20</p>

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	27
	No. of posts vacant	10
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	12
	Health & Safety	12
	Equality, Diversity & Human Rights	12
	Manual Handling	27
	Safeguarding	27
	Dementia	27
	Positive Behaviour Management	27
	Food Hygiene	12
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Stoma Care MMT Palliative Care Oral Care Basic Life MCA DOLs Fire safety
	Contractual Arrangements	
	No. of permanent staff	13
	No. of Fixed term contracted staff	13
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	14	
<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)	23	
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	25
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
<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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
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	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)	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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Provide personal, practical and social care to Service Users, upholding the values of privacy, dignity, independence, choice, rights, fulfilment and confidentiality.</p> <p>Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their well being.</p> <p>Support Service Users to maintain their relationships and connections with the local community.</p> <p>Be responsible for promoting and safeguarding the welfare of those individual they support.</p> <p>Assist in the development and maintenance of a detailed support plan to review and evaluate Service Users' needs. Report all information regarding changes to the service or any problems encountered to the Manager/Senior Carer as they arise. Maintain accurately, all relevant documentation for the benefit of all personnel .</p> <p>Listen to, advise and support Service Users/relatives/friends engendering caring and confidential relationships and enhancing the care given.</p> <p>Reference to be made at all times to Staff handbook.</p>
Filled and vacant posts	
No. of staff in post	22
No. of posts vacant	10
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	

No. of permanent staff	3
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	13
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	14
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	14
No. of staff working toward required/recommended qualification	2