

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:	Pendine Park Care Organisation Ltd	
The provider was registered on:	28/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gwern Alyn Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	28/01/2019
	Responsible Individual(s)	Mario Kreft MBE
	Manager(s)	Cindy Clutton
	Maximum number of places	29
	Service Conditions	There are no conditions associated to this service
	Highfield Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	31/01/2019
	Responsible Individual(s)	Mario Kreft MBE
	Manager(s)	Tracey Smith
	Maximum number of places	112
	Service Conditions	There are no conditions associated to this service
	Hillbury House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/01/2019
	Responsible Individual(s)	Mario Kreft MBE
	Manager(s)	Cindy Clutton
	Maximum number of places	64
	Service Conditions	There are no conditions associated to this service
	Bryn Seiont Newydd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	30/01/2019
Responsible Individual(s)	Mario Kreft MBE	
Manager(s)	Sandra Evans	
Maximum number of places	107	
Service Conditions	There are no conditions associated to this service	

Bodlondeb Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	19/02/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Ann Chapman
Maximum number of places	68
Service Conditions	There are no conditions associated to this service
Pen Y Bryn Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	31/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Tracey Cuthill
Maximum number of places	70
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	Overseen by our Academy monthly MI informs QOCR/meetings to focus training strategies ensuring sufficient/appropriate skills/knowledge/key roles meet residents/company needs & enrich lives. Individual training is identified & embedded through our induction & mandatory program & delivered through toolkits including policies, procedures, knowledge & specialist toolkits. Handbooks support vertical & horizontal career progression. We access external training/quals & assess through expert witnesses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	RMs manage staffing requirements - recruitment/retention/active bank staff. We have not used Agency. We advertise on our website & across sites/social media. Staff retention is managed through induction/training/development/progression. We review turnover rates, exit interviews and absences. Recruitment follows rigorous regulatory fitness for work practices. Induction includes All about Pendine (values/cultures/vision), mandatory and job role specific including individual reviews.

Service Profile

Service Details

Name of Service	Bodlondeb Care Home
Service Telephone Number	01978758790
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?	86
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Fees Charged

The minimum weekly fee payable during the last financial year?	1296.29
The maximum weekly fee payable during the last financial year?	5294.69
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	1
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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	68
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	15
How many dining rooms at the service?	8
Provide details of any outside space to which the residents have access	Bodlondob enjoys an Obelisk Garden filled with roses and brightly coloured planting, with a quiet seated area outside an original stone summerhouse for relaxing and contemplation, with a sculpture of a squirrel nearby. The gardens encourage birdlife & butterflies and have an array of herbaceous perennials, seasonal flowering shrubs and raised planters, looking out to a stunning open aspect with wheelchair access to allow our residents and their visitors to enjoy. Accessible paths and courtyard areas filled with Mediterranean style planting including an established olive tree, lavender, and herbs, evoke a sensory delight all enclosed within the home. This offers delight for those inside looking out and is also accessed from the dayroom. There is a nature path around the whole site, with a bluebell woodland, wooden animal sculpture trail, and including the original stone summerhouse and obelisk, with seasonal plants, mature trees, and bench and arbour seating.

Provide details of any other facilities to which the residents have access	1 Shower room 11 Communal WCs (3 in communal bath/shower rooms) 2 Lifts 1 Art & Music Room 1 Hair & Beauty Room 1 Resident Smoke Room 1 Day Centre 5 Separate Kitchen Serveries 1 Resident Laundry Access to WiFi points throughout the home TV aerial points in all bedrooms Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. Café area at entrance self-service with homemade cakes & hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office & Academy
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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>Voices are heard, including residents and their representatives, staff, professional and other visitors by:</p> <p>Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.</p> <p>Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.</p> <p>Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.</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>People are supported to live well by:</p> <p>Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.</p> <p>Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.</p> <p>We promote everyone's culture and nationality is recognised.</p> <p>There can be an involvement in social media if they so wish.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:</p> <p>There is protection from abuse and neglect.</p> <p>Human rights met.</p> <p>Data protection upheld.</p> <p>Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.</p> <p>Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.</p> <p>A safe environment inside out.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People live in suitable accommodation and environment by providing:</p> <p>A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate</p> <p>The enjoyment of beautiful gardens.</p> <p>The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.</p> <p>The benefit of a timely laundry service, fresh linen, and clothing.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	217
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Training event attendances across all staff groups in 23/24 totalled 2872.</p> <p>Period to date training totals for annual return specifics for all staff groups are: Health and Safety 239 Moving and Handling 236 Safeguarding 238 Medications Training 37 Dementia Training 234 Positive Behaviours Training 236 Food Hygiene 236 Infection Control 234 Induction 237 Equality, Diversity and Human Rights 237</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>Asbestos Awareness Aseptic Non Touch Technique (ANTT) Care Planning CIW Inspection Process Coaching and Mentoring Communication Constructive Feedback and Being Assertive Continence Care COPD and Home Oxygen Therapy CPR Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Training Dental Champion Training Diabetes and Pancreatic Cancer Effective Delegation and Time Management End of Life Care Enriching Lives with Person Centred Care Fire Safety First Aid Food Hygiene Health and Safety Illnesses and Syndromes Infection Control IOSH Working Safely</p>

Legionella Awareness Training for Duty Holders Management and Leadership Management Theories and Models Managing Difficult Conversations Managing Enrichment Process and our Enriching Lives Vision Medicine administration, recording, review and storage Mental Capacity Act level2 Mental Health, Wellbeing and Mindfulness Toolkit Mouthcare Moving and Handling MUST (Nurses) Nutrition and Hydration Operator Training Pain and Discomfort Paul Ridd learning disability awareness Performance Improvement Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Phlebotomy Training Pressure Area Care RPI Training Safeguarding Supervision and Appraisal Supporting Positive Behaviours Parts 1 and 2 Syringe Driver (Nurses) Team Leader Employee Handbook Training Team Working Tissue Viability (Nurses) TNBC: using patient voices to improve nursing practice Train the Trainer Transactional Analysis and Drama Triangles Treat me fairly - equality level 1 Understanding Self and Others Violence against Women level 1 Violence and Aggression Wage Control Training Wales fraud awareness 2023 Working at Height Safety Awareness Training Working Safely Wound Management ACE	
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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional 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	0
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	11
No. of posts vacant	0

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

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

Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	8
Safeguarding	3
Medicine management	5
Dementia	8
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

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

Nursing care 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	115
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	25
Health & Safety	95
Equality, Diversity & Human Rights	25
Infection, prevention & control	66
Manual Handling	98
Safeguarding	73
Medicine management	0
Dementia	48
Positive Behaviour Management	28
Food Hygiene	51
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	88
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	27
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)	75
No. of part-time staff (17-34 hours per week)	13
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.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 16 14:00-21:00 = 16 21:00-07:30 = 6</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34

No. of staff working towards the required/recommended qualification	2
Registered nurses	
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	7
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	7
Equality, Diversity & Human Rights	2
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	5
Dementia	1
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 4 14:00-21:00 = 4 21:00-07:30 = 2</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
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
Domestic 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	12
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	11
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	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)	12
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	24
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	23
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
<div>Filled and vacant posts</div>	
No. of staff in post	69
No. of posts vacant	0
<div> 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'. </div>	
Induction	13
Health & Safety	15
Equality, Diversity & Human Rights	13
Infection, prevention & control	18
Manual Handling	24
Safeguarding	11
Medicine management	0
Dementia	13
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
<div>Contractual Arrangements</div>	
No. of permanent staff	64
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>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)	43

No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	2
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Bryn Seiont Newydd
Service Telephone Number	01286684540
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	168
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Fees Charged

The minimum weekly fee payable during the last financial year?	1300.00
The maximum weekly fee payable during the last financial year?	5364.40
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	2
Number of complaints not upheld	2
Total number of formal complaints made during the last financial year	4

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.
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Service Environment

How many bedrooms at the service are single rooms?	107
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	107
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	18
How many dining rooms at the service?	15
Provide details of any outside space to which the residents have access	The home is situated within 5 acres of tranquil countryside, with beautiful, landscaped gardens surrounding the home encouraging birdlife & butterflies and filled with roses and brightly coloured planting, and a traditional Victorian walled garden to enjoy. The gardens have paths and wheelchair access to allow our residents and their visitors to enjoy them, including the Woodland Walk along the driveway, featuring a wildflower area, linking the more formal areas to the woodland, where bird and butterfly boxes are sited. A Jubilee Garden filled with fragrant roses is a sensory delight and a popular destination to visit and soak in the vibrant colours and fragrances. Plenty of picnic tables and benches are dotted about for rest and relaxation. Accessible courtyard areas are enclosed within Bryn Seiont Newydd. Tactile planting attracts wildlife, provides sensory stimulation, and spaces for outdoor activities and relaxation.
Provide details of any other facilities to which the residents have access	19 Communal WCs (4 in communal bathrooms) 4 Lifts 1 Art and Music Room (one of the dining living rooms) 1 Sensory Room 2 Hair Salons 6 Separate kitchen serveries Access to WiFi points throughout the home TV aerial points in all bedrooms Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell Café areas to front of main entrances self-service with homemade cakes & hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy support

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	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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>Voices are heard, including residents and their representatives, staff, professional and other visitors by:</p> <p>Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.</p> <p>Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.</p> <p>Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People are supported to live well by:</p> <p>Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.</p> <p>Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.</p> <p>We promote everyone's culture and nationality is recognised.</p> <p>There can be an involvement in social media if they so wish.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:</p> <p>There is protection from abuse and neglect.</p> <p>Human rights met.</p> <p>Data protection upheld.</p> <p>Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.</p> <p>Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.</p> <p>A safe environment inside out.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People live in suitable accommodation and environment by providing:</p> <p>A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate</p> <p>The enjoyment of beautiful gardens.</p> <p>The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.</p> <p>The benefit of a timely laundry service, fresh linen, and clothing</p>
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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)	219
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	0
Dementia	0	

Positive Behaviour Management	0
Food Hygiene	0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Training event attendances across all staff groups in 23/24 totalled 1288</p> <p>Period to date training totals for annual return specifics for all staff groups are:</p> <p>Health and Safety 263 Moving and Handling 260 Safeguarding 263 Medications Training 53 Dementia Training 256 Positive Behaviours Training 260 Food Hygiene 258 Infection Control 262 Induction 262 Equality, Diversity and Human Rights 262</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>Accountability and Delegation Anaphylaxis (Nurses) Asbestos Awareness Aseptic Non Touch Technique (ANTT) Bowel Management Training Communication Continence Care CPR Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Parts 1 and 2 Diabetes (Nurses) Enriching Lives with Person Centred Care Epilepsy Falls Awareness Training Fire Safety First Aid Flu Two Food Hygiene Fragile Skin GP Out of Hours Webinar Health and Safety Home Oxygen & COPD Illnesses and Syndromes Infection Control IOSH Working Safely Legionella Awareness Training for Duty Holders Management and Leadership Managing Enrichment Process and our Enriching Lives Vision Medicine Management (Nurses) Mental Health, Wellbeing and Mindfulness Toolkit Moving and Handling MUST and Food First Training Nutrition and Hydration Operator Training Oral Health Education Pain and Discomfort Parkinsons Disease training Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Practice Assessor Training Pressure Area Care Pressure Ulcers Preventing Dehydration In Older Individuals Quality Development Webinar RPI Training Safeguarding Stoma Training Stop Pressure Sores Training Supervision and Appraisal Supporting Positive Behaviours Parts 1 and 2 Syringe Driver (Nurses) Team Working Train the Trainer Understanding Self and Others Venepuncture Wage Control Training Winter Preparedness & ARI Training Working at Height Safety Awareness Training Working Safely Wound Pain</p>
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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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div> <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> </div>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
<div>Contractual Arrangements</div>	
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
<div>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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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
<div>Nursing care staff</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	148
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
Induction	31
Health & Safety	30
Equality, Diversity & Human Rights	31
Infection, prevention & control	27
Manual Handling	93
Safeguarding	29
Medicine management	6
Dementia	26
Positive Behaviour Management	28
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
<div>Contractual Arrangements</div>	
No. of permanent staff	137
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	11
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)	42
No. of part-time staff (17-34 hours per week)	87
No. of part-time staff (16 hours or under per week)	8
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 30 14:00-21:00 = 28 21:00-07:30 = 13</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	56
No. of staff working towards the required/recommended qualification	12
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	13
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	6
Manual Handling	1
Safeguarding	6
Medicine management	3
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 6 14:00-21:00 = 6 21:00-07:30 = 3</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
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
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	29
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	3
Equality, Diversity & Human Rights	1

Infection, prevention & control	3
Manual Handling	15
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	23
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	29
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	14
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	5
Safeguarding	4
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	14
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)	6
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
Filled and vacant posts	
No. of staff in post	57
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	15
Manual Handling	22
Safeguarding	9
Medicine management	0
Dementia	11

Positive Behaviour Management	11
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	54
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	43
No. of part-time staff (17-34 hours per week)	9
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

Service Profile

Service Details

Name of Service	Gwern Alyn Care Home
Service Telephone Number	01978363606
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?	41
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Fees Charged

The minimum weekly fee payable during the last financial year?	777.96
The maximum weekly fee payable during the last financial year?	1084.95
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	1
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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Gwern Alyn enjoys a Victorian walled garden, fishpond, with large decking area with raised planters and seating areas. The landscape gardens encourage birdlife & butterflies and can be accessed from the living room, Orangery and Conservatory. The home is situated in a conservation area & shares 7 acres of well-maintained gardens and parkland, for longer walks, with its sister home, Hillbury, surrounded by beautiful Lyme and Beech trees and filled with established, mature trees including Norwegian Maple and Willow, which are planted amongst rolling lawns. The shrubberies are planted with seasonal shrubs including fragrant camellias, roses, wallflowers, and brightly coloured planting, with quiet seated areas and paths and wheelchair access to allow our residents and their visitors to enjoy them.
Provide details of any other facilities to which the residents have access	3 Shower rooms 8 Communal WCs (4 in communal bath/shower rooms) 1 Lift 1 Kitchen servery 1 Kitchen 1 Orangery (one of the communal dining living rooms) 1 Conservatory Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Ability to have Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. External onsite kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External onsite laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains, cushions and throws for bedrooms dayrooms and communal areas using a diverse range of colourful fabrics and designs to give variety and create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy support.

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	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.

Voices are heard, including residents and their representatives, staff, professional and other visitors by:

Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.

Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.

Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.

People are supported to live well by:

Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.

Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.

We promote everyone's culture and nationality is recognised.

There can be an involvement in social media if they so wish.

The extent to which people feel safe and protected from abuse and neglect.

People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:

There is protection from abuse and neglect.

Human rights met.

Data protection upheld.

Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.

Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.

A safe environment inside out.

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

People live in suitable accommodation and environment by providing:

A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate

The enjoyment of beautiful gardens.

The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.

The benefit of a timely laundry service, fresh linen, and clothing

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) 90

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 0

Equality, Diversity & Human Rights 0

Infection, prevention & control 0

Manual Handling 1

Safeguarding 0

Medicine management 0

Dementia 0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Training event attendances across all staff groups in 23/24 totalled 398.</p> <p>Period to date training totals for annual return specifics for all staff groups are: Health and Safety 95 Moving and Handling 94 Safeguarding 94 Medications Training 4 Dementia Training 93 Positive Behaviours Training 93 Food Hygiene 94 Infection Control 88 Induction 96 Equality, Diversity and Human Rights 96</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>Asbestos Awareness Care Planning Coaching and Mentoring Communication Constructive Feedback and Being Assertive Continence Care Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Parts 1 and 2 Effective Delegation and Time Management Enriching Lives with Person Centred Care Fire Safety First Aid Food Hygiene Health and Safety Illnesses and Syndromes Infection Control IOSH Working Safely Legionella Awareness Training for Duty Holders Management and Leadership Management Theories and Models Mental Health, Wellbeing and Mindfulness Toolkit Moving and Handling Nutrition and Hydration Operator Training Pain and Discomfort Performance Improvement Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Pressure Area Care Safeguarding Supervision and Appraisal Supporting Positive Behaviours Parts 1 and 2 Team Working Train the Trainer Transactional Analysis and Drama Triangles Understanding Self and Others Wage Control Training Working at Height Safety Awareness Training Working Safely</p>
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
<div>Staff Qualifications</div>	
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
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div> <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> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
<div>Contractual Arrangements</div>	
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
<div>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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	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	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>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)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div>Typical shift patterns in operation for employed staff</div>	
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.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 1 14:00-21:00 = 1 21:00-07:30 = 1</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	11
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div>	
<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
Infection, prevention & control	1
Manual Handling	6
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	2

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 4 14:00-21:00 = 3 21:00-07:30 = 1</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
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	1
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	6
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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	13
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	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	5
Safeguarding	2

Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
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)	5
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
Filled and vacant posts	
No. of staff in post	61
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	16
Manual Handling	25
Safeguarding	10
Medicine management	0

Dementia	11
Positive Behaviour Management	11
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	58
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	44
No. of part-time staff (17-34 hours per week)	12
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

Service Profile

Service Details

Name of Service	Highfield Care Home
Service Telephone Number	01978721000
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?	163
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Fees Charged

The minimum weekly fee payable during the last financial year?	1096.54
The maximum weekly fee payable during the last financial year?	4610.57
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	1
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	96
How many bedrooms at the service are shared rooms?	8
How many of the bedrooms have en-suite facilities?	96
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	16
How many dining rooms at the service?	6
Provide details of any outside space to which the residents have access	Both Highfield & Cae Bryn units have an accessible enclosed courtyard with access from communal living rooms planted up with decorative shrub roses & mixed herbaceous perennials to attract an assortment of wildlife. To front and rear of Highfield are two wonderful water features that serve as a perfect water bath for various different birds & butterflies. Rhododendron and iris gardens with lollypop pruned maples are to the rear of both units, with a sensory garden of fragrant, colourful, seasonal plants, & arbour seating. Surrounding both units are the communal gardens, filled with roses, and brightly coloured planting, quiet seated areas & paths & wheelchair access to allow residents and their visitors to enjoy. Both units have access to the gardens from communal living rooms. There is also a nature path around the site, with a bluebell woodland, wooden animal sculpture trail, original stone summerhouse, obelisk, seasonal plants, mature trees, and bench and arbour seating.
Provide details of any other facilities to which the residents have access	<p>4 Shower Rooms</p> <p>18 Communal WCs (6 within communal bath/shower rooms)</p> <p>3 Lifts</p> <p>3 Kitchen serveries</p> <p>Access to Wi-Fi points throughout the home</p> <p>TV aerial points in all bedrooms</p> <p>Ability to have Satellite TV installed in bedrooms, should residents wish</p> <p>Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell.</p> <p>Café area at entrance self-service with homemade cakes and hot drinks.</p> <p>External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events</p> <p>External laundry providing clean & freshly laundered clothes & linen delivered to rooms.</p> <p>Dedicated Soft Furnishings Dept where we make our own curtains, cushions and throws for bedrooms dayrooms and communal areas using a diverse range of colourful fabrics and designs to give variety and create a homely, warm inviting feel.</p> <p>Dedicated maintenance team on call 24/7</p> <p>Central Office and Academy support.</p>

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	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.

Voices are heard, including residents and their representatives, staff, professional and other visitors by:

Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.

Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.

Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.

People are supported to live well by:

Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.

Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.

We promote everyone's culture and nationality is recognised.

There can be an involvement in social media if they so wish.

The extent to which people feel safe and protected from abuse and neglect.

People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:

There is protection from abuse and neglect.

Human rights met.

Data protection upheld.

Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.

Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.

A safe environment inside out.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People live in suitable accommodation and environment by providing:</p> <p>A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate</p> <p>The enjoyment of beautiful gardens.</p> <p>The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.</p> <p>The benefit of a timely laundry service, fresh linen, and clothing</p>
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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)	215
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	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	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	0
	Medicine management	0
Dementia	0	

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Training event attendances across all staff groups in 23/24 totalled 1949.</p> <p>Period to date training totals for annual return specifics for all staff groups are: Health and Safety 236 Moving and Handling 233 Safeguarding 233 Medications Training 34 Dementia Training 231 Positive Behaviours Training 231 Food Hygiene 233 Infection Control 231 Induction 225 Equality, Diversity and Human Rights 225</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>Archiving Care Plan Documents Toolkit Asbestos Awareness Audiology for Care Homes Bariatric Seating - Not just a bigger chair Baseline Observations for CCPs Care Delivery Bundle Toolkit Care Planning CIW Inspection Process Coaching and Mentoring Communication Constructive Feedback and Being Assertive Continence Care CPR Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Parts 1 and 2 Diabetes Remission Diabetes Update Diadem Cymru Dementia Referrals Effective Delegation and Time Management Emotional Wellbeing (Diabetes) End of Life Protocols Enriching Lives with Person Centred Care Falls Awareness Training Fire Marshal Training – part of Fire Safety Toolkit Fire Safety First Aid Food Hygiene GDPR & Cyber Security General Medicines Management Update Handling Medications for CCPs Health and Safety Heart Failure Training Illnesses and Syndromes Infection Control IOSH Working Safely Key Handler Training Legionella Awareness Training for Duty Holders Living with Dementia - How therapeutic seats can help reduce agitation Management and Leadership Management Theories and Models Managing Enrichment Process and our Enriching Lives Vision Managing of Complaints Policy Toolkit Medicine Management (Nurses) Mental Capacity and DOLs Mental Health, Wellbeing and Mindfulness Toolkit Moisture Associated Skin Damage Training Mouthcare Moving and Handling Nestle Thickner & Dysphagia Nutrition and Hydration Operator Training Pain and Discomfort Performance Improvement Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Pressure Area Care Quality Development Webinar ROSPA Moving & Handling</p>

RPI Training Safeguarding Shift Coordinator Training Toolkit Six Steps Annual Update Supervision and Appraisal Supporting Positive Behaviours Parts 1 and 2 Swallow Care Intervention Pathway (SCIP) (Nurses) Syringe Driver (Nurses) Team Working Therapeutic Seating for Dementia Tissue Viability (Nurses) Train the Trainer Transactional Analysis and Drama Triangles Understanding Diabetes Understanding Self and Others Wage Control Training Work Welsh Camau Work Welsh Social Care Level 1 Working at Height Safety Awareness Training Working Safely Wounds and Dressings for CCPs	
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
<div>Contractual Arrangements</div>	
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
<div>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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<div>Other supervisory staff</div>	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div>Training undertaken during the last financial year for this role type.</div> <div>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'.</div>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	3

Safeguarding	0
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
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	1
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	106
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	27
Health & Safety	56
Equality, Diversity & Human Rights	27
Infection, prevention & control	41
Manual Handling	103
Safeguarding	33
Medicine management	1
Dementia	29

Positive Behaviour Management	29
Food Hygiene	32
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	102
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	66
No. of part-time staff (17-34 hours per week)	26
No. of part-time staff (16 hours or under per week)	10
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.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 24 14:00-21:00 = 18 21:00-07:30 = 9</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	14
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	16
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	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	16
Safeguarding	0
Medicine management	14
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	2
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 6 14:00-21:00 = 5 21:00-07:30 = 3</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
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
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	16
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	4
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	15
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	16
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)	14
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	16
No. of staff working toward required/recommended qualification	0
Catering 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	24
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	3
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	23
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts

No. of staff in post	69
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	13
Health & Safety	15
Equality, Diversity & Human Rights	13
Infection, prevention & control	18
Manual Handling	24
Safeguarding	11
Medicine management	0
Dementia	13
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	64
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	43
No. of part-time staff (17-34 hours per week)	19
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

Service Profile

Service Details

Name of Service	Hillbury House Care Home
Service Telephone Number	01978315202
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?

89

Fees Charged

The minimum weekly fee payable during the last financial year?

840.76

The maximum weekly fee payable during the last financial year?

1016.00

If you wish to add further detail or comment regarding the scale of charges please do so below

Complaints

Number of active complaints outstanding

1

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

1

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?

63

How many bedrooms at the service are shared rooms?

1

How many of the bedrooms have en-suite facilities?

61

How many bathrooms have assisted bathing facilities?

3

How many communal lounges at the service?

7

How many dining rooms at the service?

3

Provide details of any outside space to which the residents have access

Colour, vitality & green spaces welcome residents & visitors to Hillbury in our newly designed & planted gardens with relaxed seating for socialising, activities, or quiet contemplation. Colourful pots are planted with topiary trees & dotted about on our slate paving with plenty of bird feeders to attract garden birds & butterflies. There is a brightly coloured pebble art, hand painted by residents & local schoolchildren. Formal gardens with box hedging surround the home, accessed from communal areas. There are enclosed courtyards & areas with raised flower beds, a large, fenced fishpond, and seated areas, that can be accessed via the main dining living areas & entrance hallway. For longer walks, the home, in a conservation area, shares 7 acres of well-maintained gardens with its sister home, Gwern Alyn, filled with trees, roses, wallflowers, & brightly coloured planting, quiet seated areas and paths & wheelchair access to allow our residents & their visitors to enjoy them.

Provide details of any other facilities to which the residents have access	<p>2 Bathrooms without assisted bathing facilities</p> <p>2 Shower rooms</p> <p>12 Communal WCs (7 within communal bath/shower rooms)</p> <p>3 Lifts (one within each unit)</p> <p>1 Hair Salon</p> <p>Kitchen serveries</p> <p>Lounge areas also have space for our Hair & Beauty Pub & Ice Cream Pop ups.</p> <p>Wi-Fi points throughout the home</p> <p>TV aerial points in all bedrooms</p> <p>Satellite TV installed in bedrooms, should residents wish</p> <p>Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell.</p> <p>Fully equipped kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events</p> <p>Fully equipped laundry providing clean & freshly laundered clothes & linen delivered to rooms.</p> <p>Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel.</p> <p>Dedicated maintenance team on call 24/7</p> <p>Central Office & Academy</p>
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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>Voices are heard, including residents and their representatives, staff, professional and other visitors by:</p> <p>Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.</p> <p>Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.</p> <p>Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.</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>People are supported to live well by:</p> <p>Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.</p> <p>Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.</p> <p>We promote everyone's culture and nationality is recognised.</p> <p>There can be an involvement in social media if they so wish.</p>
The extent to which people feel safe and protected from abuse and neglect.	<p>People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:</p> <p>There is protection from abuse and neglect.</p> <p>Human rights met.</p> <p>Data protection upheld.</p> <p>Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.</p> <p>Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.</p> <p>A safe environment inside out.</p>
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	<p>People live in suitable accommodation and environment by providing:</p> <p>A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate</p> <p>The enjoyment of beautiful gardens.</p> <p>The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.</p> <p>The benefit of a timely laundry service, fresh linen, and clothing.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	127
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Training event attendances across all staff groups in 23/24 totalled 565.</p> <p>Period to date training totals for annual return specifics for all staff groups are: Health and Safety 132 Moving and Handling 134 Safeguarding 131 Medications Training 12 Dementia Training 130 Positive Behaviours Training 131 Food Hygiene 131 Infection Control 125 Induction 134 Equality, Diversity and Human Rights 134</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>Asbestos Awareness Coaching and Mentoring Communication Constructive Feedback and Being Assertive Continence Care Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Parts 1 and 2 Diabetes Education Effective Delegation and Time Management Enriching Lives with Person Centred Care Fire Safety First Aid Food Hygiene Health and Safety Illnesses and Syndromes Infection Control IOSH Working Safely Key Handler Training Legionella Awareness Training for Duty Holders Management and Leadership Mental Health, Wellbeing and Mindfulness Toolkit Mouthcare Moving and Handling Nutrition and Hydration Operator Training Pain and Discomfort Performance Improvement Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Pressure Area Care Safeguarding Supervision and Appraisal Supporting Positive Behaviours Parts 1 and 2 Team Working Train the Trainer Transactional Analysis and Drama Triangles Understanding Self and Others Wage Control Training Working at Height Safety Awareness Training Working Safely</p>
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Contractual Arrangements	
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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.	
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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
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
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
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
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
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	10
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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	9
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	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.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 3 14:00-21:00 = 3 21:00-07:30 = 1</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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	38
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	12
Health & Safety	17
Equality, Diversity & Human Rights	12
Infection, prevention & control	11
Manual Handling	31
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	10
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
Contractual Arrangements	
No. of permanent staff	36
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2

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)	24
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 10 14:00-21:00 = 8 21:00-07:30 = 5</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	5
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	9
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
Infection, prevention & control	1
Manual Handling	7
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	3
Health & Safety	2
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	5
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
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)	5
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
Filled and vacant posts	
No. of staff in post	61
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	16
Manual Handling	25
Safeguarding	10
Medicine management	0
Dementia	11
Positive Behaviour Management	11
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager for additional details.
Contractual Arrangements	
No. of permanent staff	58

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>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)	44
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	2
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Pen Y Bryn Care Home
Service Telephone Number	01978722400
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?	101
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Fees Charged

The minimum weekly fee payable during the last financial year?	1084.95
The maximum weekly fee payable during the last financial year?	5295.15
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	1
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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.
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Service Environment

How many bedrooms at the service are single rooms?	70
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	70
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	8
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	There is an accessible enclosed courtyard area between both units, an orchard filled with fruit trees and wooden sculptures of a large gorilla, a westie, a lemur and a hedgehog. An abundance of colourful tables and chairs for socialising with loved ones, activities and benches for quiet contemplation. A hedgehog house and night vision camera to the rear of Seren lounge captures videos of foxes, badgers and other wildlife that pay night-time visits. Rhododendron, maple and iris garden to the rear. There are hand-painted plant pots by our residents in their art classes and mosaic mandalas. Communal gardens, filled with roses and brightly coloured planting, quiet seated areas and paths and wheelchair access allow residents and their visitors to enjoy. Birdlife & butterflies are encouraged everywhere. There is a nature path around the site, with a bluebell woodland, wooden animal sculpture trail, original stone summerhouse, obelisk, seasonal plants, mature trees, and bench & arbour seating
Provide details of any other facilities to which the residents have access	1 Shower room 13 Communal WCs (4 within communal bathrooms) 2 Lifts 2 Activities, Art, and Music Rooms (included in communal lounges) for large projector screened televised events 4 Kitchen Serveries (next to dining rooms) 1 Physiotherapy room Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Ability to have Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy

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	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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>Voices are heard, including residents and their representatives, staff, professional and other visitors by:</p> <p>Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.</p> <p>Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.</p> <p>Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>People are supported to live well by:</p> <p>Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.</p> <p>Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.</p> <p>We promote everyone's culture and nationality is recognised.</p> <p>There can be an involvement in social media if they so wish.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:</p> <p>There is protection from abuse and neglect.</p> <p>Human rights met.</p> <p>Data protection upheld.</p> <p>Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.</p> <p>Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.</p> <p>A safe environment inside out.</p>

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

People live in suitable accommodation and environment by providing:

A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate

The enjoyment of beautiful gardens.

The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions.

The benefit of a timely laundry service, fresh linen, and clothing

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) 187

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 0

Equality, Diversity & Human Rights 0

Infection, prevention & control 0

Manual Handling 1

Safeguarding 0

Medicine management 0

Dementia 0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Training event attendances across all staff groups in 23/24 totalled 1449.</p> <p>Period to date training totals for annual return specifics for all staff groups are:</p> <p>Health and Safety 211 Moving and Handling 207 Safeguarding 210 Medications Training 39 Dementia Training 209 Positive Behaviours Training 209 Food Hygiene 210 Infection Control 209 Induction 209 Equality, Diversity and Human Rights 209</p> <p>Additional Training in 23/24 included for all staff groups :</p> <p>AMP Process Training Antibiotic Resistance and UTIs Archiving Care Plan Documents Toolkit Asbestos Awareness Audiology Webinar Brain Injury Training Care Delays Care Delivery Bundle Toolkit Care Planning Coaching and Mentoring Communication Constructive Feedback and Being Assertive Continence Care COPD CPR Creating a Homely Environment Dealing with Loss and Grief and EOL Care Dementia Parts 1 and 2 Dental Service Diabetes Update ED Attendance Effective Delegation and Time Management Enriching Lives with Person Centred Care Enriching Lives with Welsh Culture Toolkit Fire Safety First Aid Food Hygiene GP Out of Hours Service Health and Safety Heart Failure Training Huntington's Disease Illnesses and Syndromes Infection Control IOSH Working Safely Legionella Awareness Training for Duty Holders Management and Leadership Management Theories and Models Managing Enrichment Process and our Enriching Lives Vision Medicine Management (Nurses) Mental Capacity and DOLs Mental Health, Wellbeing and Mindfulness Toolkit MND - All Wales Study Day Moisture Associated Skin Damage Training Mouthcare Moving and Handling MUST and Food First Training Nutrition and Hydration Operator Training Pain and Discomfort Performance Improvement Personal Care - Getting Up, Dressing, and Going to Bed Personal Care and Image Physio in the Care Home Pressure Area Care Pressure Viability - Pressure Prevention & Management Quality Development Webinar Quantifying Posture & Postural Interventions Safeguarding Supervision and Appraisal</p>

Supporting Positive Behaviours Parts 1 and 2 Swallow Care Intervention Pathway (SCIP) (Nurses) Team Working Tissue Viability (Nurses) Train the Trainer Transactional Analysis and Drama Triangles Understanding Self and Others Wage Control Training Working at Height Safety Awareness Training Working Safely	
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	1
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	8
Safeguarding	0
Medicine management	6
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional 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)	10
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	79
No. of posts vacant	2
<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	21
Health & Safety	25
Equality, Diversity & Human Rights	21
Infection, prevention & control	19
Manual Handling	62
Safeguarding	20
Medicine management	1
Dementia	19
Positive Behaviour Management	19
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements	
No. of permanent staff	73
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	42
No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	8
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 18 14:00-21:00 = 15 21:00-07:30 = 6</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	33
No. of staff working towards the required/recommended qualification	11
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0

Manual Handling	5
Safeguarding	0
Medicine management	6
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	1
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.	<p>Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.</p> <p>07:30-14:00 = 7 14:00-21:00 = 6 21:00-07:30 = 4</p> <p>The above staff numbers are ONLY indicative of a shift/average cycle and are Excluding special care arrangements e.g. 1:1. Enrichment staff are not included.</p>
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
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	15
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	13
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	14
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	15
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	24
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	3
Infection, prevention & control	1
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	23
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts

No. of staff in post	69
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	13
Health & Safety	15
Equality, Diversity & Human Rights	13
Infection, prevention & control	18
Manual Handling	24
Safeguarding	11
Medicine management	0
Dementia	13
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	See Service Manager additional training.

Contractual Arrangements

No. of permanent staff	64
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	43
No. of part-time staff (17-34 hours per week)	19
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