Annual Return 2023/2024

The following informati 2024.	on relates to information CIW held al	out this provider and its associated services on the 31st March		
		ons to complete. This information displayed will be included in the		
Provider name:		Pendine Park Care Organisation Ltd		
The provider was registere	od op:	28/01/2019		
The following lists the provider conditions:	There are no imposed conditions as			
The regulated services delivered by this provider	Gwern Alyn Care Home			
were:	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		
	Hghfield 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 New ydd			
	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 servic		

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
-	
Pen Y Bryn Care Home Service Type	Care Home Service
	Care Home Service Adults With Nursing
Service Type	
Service Type Type of Care	Adults With Nursing
Service Type Type of Care Approval Date	Adults With Nursing 31/01/2019
Service Type Type of Care Approval Date Responsible Individual(s)	Adults With Nursing 31/01/2019 Mario Kreft MBE

Training and Workforce Ranning

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/kno wedge/key roles meet residents/company needs & enrich lives. In dividual training is identified & embedded through our induction & mandatory program & delivered through toolkits including policies, procedures, knowledge & specialist toolkits. Handbooks support v ertical & horizontal career progression. We access external trainin g/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 websi te & across sites/social media. Staff retention is managed through induction/training/development/progression. We review turnover r ates, exit interviews and absences. Recruitment follows rigorous r egulatory fitness for work practices. Induction includes All about P endine (values/cultures/vision), mandatory and job role specific in cluding individual reviews.

Service Profile

Service Details

Name of Service	Bodlondeb Care Home
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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	86
support to during the last financial year?	

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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	Bodlondeb enjoys an Obelisk Garden filled with roses and brightly coloured planting, with a quiet seated area outside an original sto ne 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 Mediterran ean style planting including an established olive tree, lavender, a nd herbs, evoke a sensory delight all enclosed within the home. T his 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 inclu ding the original stone summerhouse and obelisk, with seasonal p lants, mature trees, and bench and arbour seating.

Provide details of any other facilities to which the residents have	1 Shower room
access	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 dini
	ng room, with a personal alarm for those that cannot reach the cal
	l bell.
	Café area at entrance self-service with homemade cakes & hot dri
	nks.
	External kitchen preparing fresh home cooked food from seasonal
	menus & catering for special needs & events
	External laundry providing clean & freshly laundered clothes & lin
	en 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

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.

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 t hat includes the physical, mental, and emotional needs of the ' mind body and soul' and is clearly agreed and delivered to achi eve positive personal outcomes.
	Risks are identified, assessed, and mitigated, supporting positiv e risk taking and independence where appropriate. Residents and/or their representatives are involved in care pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.

People are supported to live well by:
Every life is enriched as the quality of care is delivered in accor dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes.
Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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.
People are safe because the quality of care is delivered in acco rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development.
Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks.
A safe environment inside out.
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 comm unal areas, as appropriate
The enjoyment of beautiful gardens.
The pleasure of good, nutritious seasonal food with delights an d treats enriching special and any occasions.
The benefit of a timely laundry service, fresh linen, and clothing
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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)

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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
	Period to date training totals for annual return spe- ifics for all staff groups are: Health and Safety 239 Moving and Handling 236 Safeguarding 238 Medications Training 37 Dementia Training 37 Dementia Training 234 Positive Behaviours Training 236 Food Hygiene 236 Infection Control 234 Induction 237 Equality, Diversity and Human Rights 237 Additional Training in 23/24 included for all staff g oups : 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 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

	Legionella Awareness Training for Duty Holders Management and Leadership Management Theories and Models Managing Difficult Conversations Managing Enrichment Process and our Enriching ves Vision Medicine administration, recording, review and sto age 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 o 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 pra- tice 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	
Contractual Arrangements No. of permanent staff	1
, , , , , , , , , , , , , , , , , , ,	1 0
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 0 0 0 d term contact staff by hours worked per week. 1
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Outline below the number of permanent and fixe Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 d term contact staff by hours worked per week. 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Out of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 0 0 d term contact staff by hours worked per week. 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Outline below the number of permanent and fixe Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 0 d term contact staff by hours worked per week. 1 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0 0 0 0 d term contact staff by hours worked per week. 1 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	0 0 0 0 0 0 d term contact staff by hours worked per week. 1 0 0 0 1 1

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
	Yes

Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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
pertinent to this role which is not outlined above.	See Service Manager additional training.
Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	See Service Manager additional training.
pertinent to this role which is not outlined above. Contractual Arrangements	
Contractual Arrangements No. of permanent staff	8
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	8 0
Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	8 0 0
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	8 0 0 3 0
Pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	8 0 0 3 0
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	8 0 0 3 0 d term contact staff by hours worked per week.
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	8 0 0 3 0 d term contact staff by hours worked per week. 3
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	8 0 0 3 0 d term contact staff by hours worked per week. 3 4
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Agency/Bank staff Outline below the number of permanent and fixe Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	8 0 0 3 0 d term contact staff by hours worked per week. 3 4
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	8 0 0 3 0 d term contact staff by hours worked per week. 3 4 1
pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	8 0 3 0 d term contact staff by hours worked per week. 3 4 1 0

No. of staff in post	115
No. of posts vacant	0
Training undertaken during the last financial yea	ar for this role type.
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional the not outlined above'.	
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 fixe	d 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.	Rotas and specific staff numbers are pre arrange to meet resident needs across a Monday to Sund y cycle, and are dynamic to be relevant to occupa cy and responsive to additional and changing res ent needs, eg one-to-one care. Actual staffing is r corded on our Time & Attendance system. 07:30-14:00 = 16 14:00-21:00 = 16 21:00-07:30 = 6 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 in uded.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	34

No. of staff working towards the required/recommended qualification	2
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
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
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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 s	staff

	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 4 14:00-21:00 = 4 21:00-07:30 = 2 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 incl uded.
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	0
Health & Safety Equality, Diversity & Human Rights	0 0
-	
Equality, Diversity & Human Rights	0
Equality, Diversity & Human Rights Infection, prevention & control	0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	0 0 11
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	0 0 11 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 11 0 0 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	0 0 11 0 0 0 0 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 11 0 0 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 11 0 0 0 0 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 11 0 0 0 0 0 0 0
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 11 0 0 0 0 0 0 0 See Service Manager additional training.
Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	0 0 11 0 0 0 0 0 0 See Service Manager additional training. 12

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	24
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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No. of part-time staff (17-34 hours per week)	
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 yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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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
	No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended

Service Profile

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

1	People Supported		
	How many people in total did the service provide care and support to during the last financial year?	168	

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 b eautiful, 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 ar eas to the woodland, where bird and butterfly boxes are sited. A subilee 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 enclosed with n 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 din ng room, with a personal alarm for those that cannot reach the call bell Café areas to front of main entrances self-service with homemadicakes & hot drinks. External kitchen preparing fresh home cooked food from seasona menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & line en delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushion & 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

r.

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	No

ritish Sign Language (BSL)	No
ther	Yes
ist 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional mea such as letter boards and picture files.
ement of Compliance	
The Responsible Individual must prepare the statement of a CIW have published <u>guidance</u> on completing the quality of within the statement of compliance.	compliance. care review which provides advice on what could be contained
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	Voices are heard, including residents and their representatives staff, professional and other visitors by:
are made available to them.	Assessing care needs prior to admission and during residency hat includes the physical, mental, and emotional needs of the ' mind body and soul' and is clearly agreed and delivered to ach eve 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 pla nning and health and wellbeing decision-making including best nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.
The extent to which people are happy and supported to	People are supported to live well by:
maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Every life is enriched as the quality of care is delivered in accord dance 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, wher e 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development.
	Appropriate resources are provided including staff at various le vels 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 comm unal areas, as appropriate
	The enjoyment of beautiful gardens.
	The pleasure of good, nutritious seasonal food with delights an d 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) 219

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.

Service Manager			
Does your service structure include roles type?	of this Yes		
	n relate specifically to this role type only. Unless otherwise be the position as of the 31st March of the last financial year.		
Filled and vacant posts			
No. of staff in post	1		
No. of posts vacant	0		
Set out the number of staff who undertook 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'.			
can be added to 'Please outline any a	ing that may have been undertaken. Any training not listed		
can be added to 'Please outline any a	ing that may have been undertaken. Any training not listed		
can be added to 'Please outline any a not outlined above'.	ing that may have been undertaken. Any training not listed additional training undertaken pertinent for this role which is		
can be added to 'Please outline any a not outlined above'.	ing that may have been undertaken. Any training not listed additional training undertaken pertinent for this role which is		
can be added to 'Please outline any a not outlined above'. Induction Health & Safety	ing that may have been undertaken. Any training not listed additional training undertaken pertinent for this role which is 0 0		
can be added to 'Please outline any a not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ing that may have been undertaken. Any training not listed additional training undertaken pertinent for this role which is 0 0 0 0 0		
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can be added to 'Please outline any a not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ing that may have been undertaken. Any training not listed additional training undertaken pertinent for this role which is 0 0 0 0 0 0 0 0		

Positive Behaviour Management	0	
Food Hygiene	0	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups i n 23/24 totalled 1288
	Period to date training totals for annual return spec ifics for all staff groups are: 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
	Additional Training in 23/24 included for all staff gr oups :
	oups : 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 Li ves 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 and Image Practice Assessor Training Pressure Area Care Pressure Ucers 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

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)	0
staff	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Does your service structure include roles of this type?	Yes
type?	
type?	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
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No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other a mension rateff	•
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Filled and vacant posts No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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.
Contractual Arrangements	
No. of permanent staff	
	3
No. of Fixed term contracted staff	3 0
No. of Fixed term contracted staff No. of volunteers	

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
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No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	0 Ir for this role type. ant training. The list of training categories
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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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 30 14:00-21:00 = 28 21:00-07:30 = 13 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 incl uded.	
Staff Qualifications		
No. of staff who have the required qualification to	56	
be registered with Social Care Wales as a social care worker		
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	

Contractual Arrangements No. of permanent staff 10 No. of Fixed term contracted staff 0 No. of Agency/Bank staff 3 No. of part-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 to the typical shift patterns of staff employed at the service in this role type. You should also vous hould also vous head also vous staff and the serverage number of staff working in each shift. Set out the typical shift patterns of staff working in each shift. Rotas and specific staff numbers are ONLY indicative shift/average cycle and are Excluding special arrangements e.g. 1:1. Enrichment staff are requered to our Time & Attendance system. 0.730-14:00 = 6 2:1:0.007:30 = 3 1000-21:00 = 6 2:1:0.007:30 = 3 112 Set or social care workers providing direct care No Does your service structure include roles of this type? No Other social care workers providing direct care No Does your service st	Contractual Arrangements		
Description Image: Contracted staff No. of Fixed term contracted staff 0 No. of Agency/Bank staff 3 No. of Non-guaranteed hours contract (zero hours) 0 Image: Contract (zero hours) 1			
No. of volunteers 0 No. of Agency/Bank staff 3 No. of Non-guaranteed hours contract (zero hours) 0 Image: Contract (zero hours) 1 Image: Contract (zero hour) 1 Image: Contract (zerohour) 1 Image: Contreact			
No. of Agency/Bank staff 3 No. of Non-guaranteed hours contract (zero hours) 0 Staff 0 Outline below the number of permanent and fixed term contact staff by hours worked per week. 4 No. of full-time staff (35 hours or more per week) 4 No. of part-time staff (16 hours or under per week) 5 No. of part-time staff (16 hours or under per week) 1 Typical shift patterns in operation for employed staff Rotas and specific staff numbers are pre arra 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 corde on our Time & Attendance system. 07:30:1400 = 6 14:00-21:00 = 6 21:00-07:30 = 3 The above staff numbers are ONLY indicative shift/vareage cycle and are EXcluding special arrangements e.g. 1:1. Enrichment staff are r uded. Serior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care No Does your service structure include roles of this type? No Important: All questions in this section relate specifically to this role type only. Unless otherwise staff in post 29 Does your service structure include roles of this type? Yes Important: All questions in this section relate s			
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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 your 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			
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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 yer 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			
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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			
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 not outlined above'.	t listed		
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 fix	ed 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)	
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 sp	pecifically to this role type only. Unless otherwise
stated, the information added should be the po	
stated, the information added should be the po	
stated, the information added should be the po Filled and vacant posts	
stated, the information added should be the po Filled and vacant posts	14
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stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m	14 0 ear for this role type. vant training. The list of training categories hay have been undertaken. Any training not listed
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stated, the information added should be the poly Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releprovided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	14 0 ear for this role type. vant training. The list of training categories nay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0 2 0 0 0 0 0 0 0 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	d 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
List the role title(s) and a brief description of the	Maintenance
role responsibilities.	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
role responsibilities.	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
role responsibilities. Filled and vacant posts	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
Filled and vacant posts	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional transitional transiterementatranetee transitional transitional transitereme	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11
role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevated provided is only a sample of the training that may can be added to 'Please outline any additional transitional transitrent transited above'.	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 57 10 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11
role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transitional transiteree transtrespond transitional transitional transitio	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 15
Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional transitional transiteremetric transitional transitional transiti	Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 57 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 11 11 11 15 22

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 fixe	ed term contact staff by hours worked per
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	
Staff Qualifications No. of staff who have the required 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

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 landsca pe gardens encourage birdlife & butterflies and can be accessed from the living room, Orangery and Conservatory. The home is sit uated in a conservation area & shares 7 acres of well-maintained gardens and parkland, for longer walks, with its sister home, Hillbu ry, 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 fragr ant camelias, roses, wallflowers, and brightly coloured planting, wi th quiet seated areas and paths and wheelchair access to allow o ur 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 dini ng room, with a personal alarm for those that cannot reach the cal I bell. External onsite kitchen preparing fresh home cooked food from se asonal menus & catering for special needs & events External onsite laundry providing clean & freshly laundered clothe s & linen delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains , cushions and throws for bedrooms dayrooms and communal are as using a diverse range of colourful fabrics and designs to give v ariety 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 hat includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to ach eve positive personal outcomes.
	Risks are identified, assessed, and mitigated, supporting positi e risk taking and independence where appropriate.
	Residents and/or their representatives are involved in care pla nning and health and wellbeing decision-making including best nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.
The extent to which people are happy and supported to	People are supported to live well by:
maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	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 acc rdance with the Regulation and Inspection of Social Care (Wale s) 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 nt staff, who are highly motivated and safely recruited and development loped 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 premiss, 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 comm unal areas, as appropriate
	The enjoyment of beautiful gardens.
	The pleasure of good, nutritious seasonal food with delights an d 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.

Service Manager	Service Manager	
Does your service structure include roles type?	of this Yes	
	relate specifically to this role type only. Unless otherwise be the position as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Set out the number of statt who under		
provided is only a sample of the training	took relevant training. The list of training categories ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is	
provided is only a sample of the trainin can be added to 'Please outline any a	ng that may have been undertaken. Any training not listed	
provided is only a sample of the trainin can be added to 'Please outline any a not outlined above'.	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is	
provided is only a sample of the training can be added to 'Please outline any a not outlined above'.	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is	
provided is only a sample of the training can be added to 'Please outline any a not outlined above'.	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is 0 0 0	
provided is only a sample of the training can be added to 'Please outline any a not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is 0 0 0 0	
provided is only a sample of the training can be added to 'Please outline any a not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
provided is only a sample of the trainin can be added to 'Please outline any a not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ng that may have been undertaken. Any training not listed dditional training undertaken pertinent for this role which is 0 0 0 0 0 1	

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups n 23/24 totalled 398.
	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 Additional Training in 23/24 included for all staff gr
	oups :
	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 t o 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
Contractual Arrangements	1
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0

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

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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)	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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupa cy and responsive to additional and changing resi ent needs, eg one-to-one care. Actual staffing is r corded on our Time & Attendance system. 07:30-14:00 = 1 14:00-21:00 = 1 21:00-07:30 = 1 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 in uded.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	1
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	6
Safeguarding	1 -
Carogaarang	1
Medicine management	1
Medicine management	0
Medicine management Dementia Positive Behaviour Management	

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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupar cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 4 14:00-21:00 = 3 21:00-07:30 = 1 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 induded.
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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion 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 yea	r for this role type.
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed
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)	0
staff	<u> </u>
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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 stall who have the required qualification	0
No. of staff working toward required/recommended	0
No. of staff working toward required/recommended qualification	0
	0
qualification	0 Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the position	Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive Filled and vacant posts	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrate, the information added should be the position Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive Filled and vacant posts	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrate, the information added should be the position Filled and vacant posts No. of staff in post	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the positive stated should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that tr	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the information added should be the positive stated should be the positive stated stated added to a positive stated state stated should be the positive state st	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the information added to 'Please outline any additional transition to outline above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 2
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 2 3
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the positive stated, the information added to 'Please outline any additional transition to outline above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 13 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5	
No. of part-time staff (17-34 hours per week)	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	25 10	
Safeguarding Medicine management		

ementia	11
ositive Behaviour Management	11
ood Hygiene	10
lease outline any additional training undertaken ertinent to this role which is not outlined above.	See Service Manager additional trainin
Contractual Arrangements	
o. of permanent staff	58
o. of Fixed term contracted staff	0
o. of volunteers	0
o. of Agency/Bank staff	3
o. of Non-guaranteed hours contract (zero hours taff	3) 0
Outline below the number of permanent and f	xed term contact staff by hours worked per
Outline below the number of permanent and find the output of the number of permanent and find the output of the number of the nu	xed term contact staff by hours worked per
o. of full-time staff (35 hours or more per week)	44 12
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week)	44 12
o. of full-time staff (35 hours or more per week) o. of part-time staff (17-34 hours per week) o. of part-time staff (16 hours or under per week	44 12

Service Profile

Service Details

Name of Service	Highfield Care Home
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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

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 cour tyard with access from communal living rooms planted up with dec orative shrub roses & mixed herbaceous perennials to attract an assortment of wildlife. To front and rear of Highfield are two wond erful water features that serve as a perfect water bath for various different birds & butterflies. Rhododendron and iris gardens with I ollypop pruned maples are to the rear of both units, with a sensor y garden of fragrant, colourful, seasonal plants, & arbour seating. Surrounding both units are the communal gardens, filled with rose s, and brightly coloured planting, quiet seated areas & paths & wh eelchair access to allow residents and their visitors to enjoy. Both units have access to the gardens from communal living rooms. Th ere is also a nature path around the site, with a bluebell woodland , wooden animal sculpture trail, original stone summerhouse, obeli sk, seasonal plants, mature trees, and bench and arbour seating.
Provide details of any other facilities to which the residents have access	 4 Shower Rooms 18 Communal WCs (6 within communal bath/shower rooms) 3 Lifts 3 Kitchen serveries 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 dini ng room, with a personal alarm for those that cannot reach the cal I bell. Café area at entrance self-service with homemade cakes and hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & lin en delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains , cushions and throws for bedrooms dayrooms and communal are as using a diverse range of colourful fabrics and designs to give v ariety 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 hat includes the physical, mental, and emotional needs of the ' mind body and soul' and is clearly agreed and delivered to achi eve 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 pla nning and health and wellbeing decision-making including best nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.
The extent to which people are happy and supported to	People are supported to live well by:
maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Every life is enriched as the quality of care is delivered in accord dance 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 nt staff, who are highly motivated and safely recruited and development.
	Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premiss, 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:
oucomes.	A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate
	The enjoyment of beautiful gardens.
	The pleasure of good, nutritious seasonal food with delights an d 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) 215

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.

Service Manager		
Does your service structure include role type?	s of this	Yes
		cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts		
No. of staff in post		1
No. of posts vacant		0
Training undertaken during the last Set out the number of staff who und	ertook releva	ant training. The list of training categories
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai	ertook releva ning that may	
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'.	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'.	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'. Induction Health & Safety	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 0 0
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 0 0
Training undertaken during the last Set out the number of staff who und provided is only a sample of the trai can be added to 'Please outline any not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ertook releva ning that may	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0 0 0 0 1

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups i n 23/24 totalled 1949.
	Period to date training totals for annual return spec ifics 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
	Additional Training in 23/24 included for all staff gr oups :
	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 Referals 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 h elp reduce agitation
	Management and Leadership Management Theories and Models Managing Enrichment Process and our Enriching Li
	ves 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 t o Bed Personal Care and Image
	Pressure Area Care Quality Development Webinar ROSPA Moving & Handling
l	

	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 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)	0
Staff Outline below the number of permanent and fixed	d term contact staff by hours worked per week
Outline below the number of permanent and mode	a term contact stall 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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of staff in post No. of posts vacant	2 0
·	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed

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.
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)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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	2
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	Yes
tupo2	100
type?	
Important: All questions in this section relate spe	
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 1
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 3 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0

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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise
type? Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 27 56
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 27 56 27
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 27 56 27 41
type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year 106 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 27 56 27 41 103

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 fixe	ed 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
Typical shint patterns in operation for employed	
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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunday y cycle, and are dynamic to be relevant to occupat cy and responsive to additional and changing resi- ent needs, eg one-to-one care. Actual staffing is r corded on our Time & Attendance system. 07:30-14:00 = 24 14:00-21:00 = 18 21:00-07:30 = 9 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 in uded.
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	Yes
type?	165
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	0
can be added to 'Please outline any additional t	
not outlined above'.	
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)	0
staff	
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 6 14:00-21:00 = 5 21:00-07:30 = 3 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 in uded.
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 spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant pacts	
Filled and vacant posts	

No. of staff in post	16
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
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
	0
No. of Agency/Bank staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	
No. of Non-guaranteed hours contract (zero hours)	0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	0 0 d term contact staff by hours worked per week. 2
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 d term contact staff by hours worked per week. 2 14
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 d term contact staff by hours worked per week. 2 14
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	0 0 d term contact staff by hours worked per week. 2 14 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	0 0 d term contact staff by hours worked per week. 2 14 0 16
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification	0 0 d term contact staff by hours worked per week. 2 14 0 16
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	0 0 14 14 0 16 0 Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	0 0 14 14 0 16 0 Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	0 0 d term contact staff by hours worked per week. 2 14 0 16 0 Yes

not outlined above.	
Induction	3
Health & Safety	3
	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	
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	d 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	
Other types of staff Does your service structure include any additional role types other than those already listed?	Yes
Does your service structure include any additional	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
Does your service structure include any additional role types other than those already listed? 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

Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'.	rant training. The list of training categories ay have been undertaken. Any training not lis raining undertaken pertinent for this role whic
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
pertinent to this role which is not outlined above.	
Contractual Arrangements	
Contractual Arrangements No. of permanent staff	64
	64 0
No. of permanent staff	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 5 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 5 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 5 0 ed term contact staff by hours worked per wee
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	0 0 5 0 ed term contact staff by hours worked per wee 43
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 5 0 ed term contact staff by hours worked per wee 43 19
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 5 0 ed term contact staff by hours worked per wee 43 19

Service Profile

ice 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?		
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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 Hill bury in our newly designed & planted gardens with relaxed seatin g 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. Th ere is a brightly coloured pebble art, hand painted by residents & local schoolchildren. Formal gardens with box hedging surround t he home, accessed from communal areas. There are enclosed co urtyards & areas with raised flower beds, a large, fenced fishpond , and seated areas, that can be accessed via the main dining livin g areas & entrance hallway. For longer walks, the home, in a conservation area, shares 7 acre s of well-maintained gardens with its sister home, Gwern Alyn, fille d with trees, roses, wallflowers, & brightly coloured planting, quiet seated areas and paths & wheelchair access to allow our resident s & their visitors to enjoy them.

Provide details of any other facilities to which the residents have	2 Bathrooms without assisted bathing facilities
access	2 Shower rooms
	12 Communal WCs (7 within communal bath/shower rooms)
	3 Lifts (one within each unit)
	1 Hair Salon
	Kitchen serveries
	Lounge areas also have space for our Hair & Beauty Pub & Ice Cr
	eam Pop ups.
	Wi-Fi 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 dini
	ng room, with a personal alarm for those that cannot reach the cal
	l bell.
	Fully equipped kitchen preparing fresh home cooked food from se
	asonal menus & catering for special needs & events
	Fully equipped laundry providing clean & freshly laundered clothe
	s & 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
	-

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance. Set out your statement of compliance in respect to the four well-being areas below.	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency t hat includes the physical, mental, and emotional needs of the ' mind body and soul' and is clearly agreed and delivered to achi eve positive personal outcomes.
	Risks are identified, assessed, and mitigated, supporting positiv e risk taking and independence where appropriate. Residents and/or their representatives are involved in care pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.

The extent to which people are happy and supported to maintain their ongoing health, development and overall	People are supported to live well by:
maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Every life is enriched as the quality of care is delivered in accor dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes.
	Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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 acco rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development.
	Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, 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 pro viding:
	A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate
	The enjoyment of beautiful gardens.
	The pleasure of good, nutritious seasonal food with delights an d 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)

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
	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
can be added to 'Please outline any additional not outlined above'.	ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Annual Handling 1	
Safeguarding 0	
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups n 23/24 totalled 565.
	n 23/24 totalled 565. 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 Additional Training in 23/24 included for all staff groups : 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 Moving and Handling Nutrition and Hydration Operator Training Pain and Discomfort Performance Improvement Personal Care - Getting Up, Dressing, and Going to o 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
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
	d term contact staff by hours worked per week.
Outline below the number of permanent and fixe	
Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	1
	1 0

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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
Health & Safety Equality, Diversity & Human Rights	0
Infection, prevention & control	0
	0
Manual Handling	0
Manual Handling Safeguarding	0
Manual Handling Safeguarding Medicine management	
Safeguarding	0
Safeguarding Medicine management	0 0
Safeguarding Medicine management Dementia	0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management	0 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 0 0 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	0 0 0 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 0 0 0 0 See Service Manager for additional details.
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	0 0 0 0 0 0 See Service Manager for additional details. 1
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	0 0 0 0 0 See Service Manager for additional details. 1 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of volunteers	0 0 0 0 0 0 See Service Manager for additional details. 1 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 0 0 0 0 See Service Manager for additional details. 1 0 0 0 0 0 0 0 0 0 0 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 0 0 0 0 See Service Manager for additional details. 1 0 0 0 0 0 0 0 0 0 0 0 0 0
Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	0 0 0 0 0 0 0 See Service Manager for additional details. 1 0 0 0 0 0 0 0 0 0 0 0 0 0

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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	
Important: All questions in this section relate spe stated, the information added should be the posi-	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	10	
No. of posts vacant	1	
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	9	
Safeguarding 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	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
· · · · · · · · · · · · · · · · · · ·		
No. of full-time staff (35 hours or more per week)	8	
	8 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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 3 14:00-21:00 = 3 21:00-07:30 = 1 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 incl uded.	
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 spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tition 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	
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	
Health & Safety	12 17	
Health & Safety Equality, Diversity & Human Rights	12 17 12	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	12 17 12 11	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	12 17 12 11 31	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	12 17 12 11 31 11	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	12 17 12 11 31 11 0	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	12 17 12 11 31 11 0 11	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	12 17 12 11 31 11 0 11 10	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	12 17 12 11 31 11 0 11 10 11	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	12 17 12 11 31 11 0 11 10 11	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	12 17 12 11 31 11 0 11 10 11 See Service Manager for additional details.	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	12 17 12 11 31 11 0 11 10 11 See Service Manager for additional details. 36	

staff	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupar cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 10 14:00-21:00 = 8 21:00-07:30 = 5 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 int uded.
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 gualification	5
Domestic staff	
Does your service structure include roles of this	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type?	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sports stated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sports stated, the information added should be the post Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that ma	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 9 0 ar for this role type.
Does your service structure include roles of this type? Important: All questions in this section relate spectrated, the information added should be the possibility of the information added should be the possibility of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releved provided is only a sample of the training that matcan be added to 'Please outline any additional to not outlined above'.	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 9 0 ar for this role type. eant training. The list of training categories by have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook releve provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 9 0 ar for this role type. eant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spestated, the information added should be the pose Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relever provided is only a sample of the training that marcan be added to 'Please outline any additional to 'Please outline any additional to 'Please outline any additional to the training the termine to the termine term	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 9 0 ar for this role type. ant training. The list of training categories ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety	9 0 ar for this role type. and training. The list of training categories any have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	9 0 ar for this role type. 9 an training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	9 0 ar for this role type. ant training. The list of training categories and training undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	9 0 ar for this role type. 9 ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 1 1 1 7 1
Does your service structure include roles of this type? Important: All questions in this section relate spo stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 9 0 ar for this role type. ant training. The list of training categories and training undertaken pertinent for this role which is 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pose Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	9 0 ar for this role type. ant training. The list of training categories and have been undertaken. Any training not listed raining undertaken pertinent for this role which is 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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	0
qualification	
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevator provided is only a sample of the training that ma	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevator provided is only a sample of the training that matican be added to 'Please outline any additional training that the staff ward to the staff ward to the training that the staff ward to the staff ward to the training that the staff ward to the training that the staff ward to the sta	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that mark can be added to 'Please outline any additional transitional transiteree transiteree transitional transitional transition	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transitional transitiona transitional transitional transitiona transit	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transitional transitrent transtrent transitional transitional transitional	ition as of the 31st March of the last financial year. 13 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transitional transitiona transitional transitional transitiona transit	ition as of the 31st March of the last financial year. 13 0 ar for this role type. 1 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 3 2
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 5
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 2
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 2 0 0
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 2 0 2
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 2 0 2 2 3 2 2 3 2 5 2 0 2 2 2 2 3 2 3 2 3 2 3 2 3 2 3 2 3 3 3 2 3 3 3 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that matcan be added to 'Please outline any additional transtore outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ition as of the 31st March of the last financial year. 13 0 13 0 ar for this role type. 0 ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 2 3 2 5 2 0 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 3 3 3 3 4 4 5 4 4 4 4 4 5 4 4 4 5 4 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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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
role responsibilities.	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	ar for this role type.
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed
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Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12
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Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12 16 25
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12 16 25 10
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12 16 25 10 0
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Set out the number of staff who undertook relevations provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12 16 25 10 0 11 11 11 10
Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 12 12 12 16 25 10 0 11 11 11 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 wee
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
	0

Service Profile

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?	
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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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 lar ge 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 nig ht 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 han d-painted plant pots by our residents in their art classes and mos aic mandalas. Communal gardens, filled with roses and wheelchair acc ess 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 & line en 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

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 co	ompliance.
CIW have published <u>guidance</u> on completing the quality of ca within the statement of compliance.	are review which provides advice on what could be contained
Set out your statement of compliance in respect to the four v	vell-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 t hat includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achi eve positive personal outcomes.
	Risks are identified, assessed, and mitigated, supporting positiv e risk taking and independence where appropriate.
	Residents and/or their representatives are involved in care pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes.
The extent to which people are happy and supported to	People are supported to live well by:
maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	Every life is enriched as the quality of care is delivered in accor dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes.
	Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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 acco rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development.
	Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, 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:
outcomes.	A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate
	The enjoyment of beautiful gardens.
	The pleasure of good, nutritious seasonal food with delights an d 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)

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 type?	this	Yes
			ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
	Filled and vacant posts		
	No. of staff in post		1
	No. of posts vacant		0
	provided is only a sample of the training	that may	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
	Induction		0
	Health & Safety		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.	Training event attendances across all staff groups i n 23/24 totalled 1449.
	Period to date training totals for annual return spec ifics for all staff groups are: 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
	Additional Training in 23/24 included for all staff gr oups :
	AMP Process Training Antibiotic Resistance and UTIs Archiving Care Plan Documents Toolkit Asbestos Awareness Audiology Webinar Brain Injury Training Care Delays Care Delays Care Delays Care Delays Care Planning Coaching and Mentoring 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 Theories and Models Management Theories and Models Managing Enrichment Process and our Enriching Lives Vision Medicine Management (Nurses) Mental Capacity and DOLs
	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 t o Bed Personal Care and Image Physio in the Care Home
	Pressure Area Care Pressure Viability - Pressure Prevention & Manage ment Quality Development Webinar Quantifying Posture & Postural Interventions Safeguarding Supervision and Appraisal

	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
	0
No. of Agency/Bank staff	
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care	0
Wales as a Service Manager	
Wales as a Service Manager Deputy service manager	
·	Yes
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
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Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.

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

ontact staff by hours worked per week.
of the 31st March of the last financial yea
role type. ng. The list of training categories een undertaken. Any training not listed ndertaken pertinent for this role which is
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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 fix	ed 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.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 18 14:00-21:00 = 15 21:00-07:30 = 6 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 inc uded.
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	33
required/recommended qualification Registered nurses Does your service structure include roles of this	Yes
required/recommended qualification Registered nurses Does your service structure include roles of this type? Important: All questions in this section relate sp	
required/recommended qualification Registered nurses Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts	Yes pecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po	Yes Decifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
required/recommended qualification	Yes Pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 12 0 ear for this role type.
required/recommended qualification Registered nurses Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'.	Yes Precifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 12 0 Precifically to this role type. Precifically the training the type. Precifically the ty
required/recommended qualification Registered nurses Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional not outlined above'. Induction	Yes Decifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 12 0 ear for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 0
required/recommended qualification Registered nurses Does your service structure include roles of this type? Important: All questions in this section relate sp stated, the information added should be the po Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial ye Set out the number of staff who undertook rele provided is only a sample of the training that m can be added to 'Please outline any additional	Yes Decifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 12 0 ear for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is

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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Typical shift patterns in operation for employed s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 7 14:00-21:00 = 6 21:00-07:30 = 4 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 incl uded.
Senior social care workers providing direct care	
Does your service structure include roles of this	No
type?	NU
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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
	15

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
No. of Non-guaranteed hours contract (zero hours)	
No. of Non-guaranteed hours contract (zero hours) staff	
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	d term contact staff by hours worked per week. 0 14
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	d term contact staff by hours worked per week. 0 14
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	d term contact staff by hours worked per week. 0 14 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	d term contact staff by hours worked per week. 0 14 0 15
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification	d term contact staff by hours worked per week. 0 14 0 15
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	d term contact staff by hours worked per week. 0 14 0 15 0 Yes
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	d term contact staff by hours worked per week. 0 14 0 15 0 Yes cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Catering staff Does your service structure include roles of this type?	d term contact staff by hours worked per week. 0 14 0 15 0 Yes cifically to this role type only. Unless otherwise

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	d term contact staff by hours worked per week.
Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	15
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	15 7
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	15 7
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	15 7 1
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended	15 7 1 23
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification	15 7 1 23
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional	15 7 1 23 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	15 7 1 23 0 Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	15 7 1 23 0 Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI

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 fixe	d 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
	0