

Annual Return 2023/2024

Provider Information to be published

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

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

Provider name:	Denbighshire County Council Adults and Children's Services	
The provider was registered on:	27/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Dolwen	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	27/12/2018
	Responsible Individual(s)	Katie Newe
	Manager(s)	Pamela Pack
	Maximum number of places	32
	Service Conditions	There are no conditions associated to this service
	Cysgod Y Gaer	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/01/2019
	Responsible Individual(s)	Katie Newe
	Manager(s)	Catherine Roberts
	Maximum number of places	30
	Service Conditions	There are no conditions associated to this service
	Domiciliary Support Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	27/12/2018
	Responsible Individual(s)	Katie Newe
	Manager(s)	Robert Gilmour, Julia Bamber
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Denbighshire County Council workforce development department arranges mandatory training as required for employees. Any additional training is requested through workforce development department. Training is delivered face to face, via E-Learning or via Teams / Zoom
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

There is a designated HR officer to support with retention and recruitment processes. Recruitment workshops are undertaken regularly – face to face or via Teams meeting

Service Profile

Service Details

Name of Service	Cysgod Y Gaer
Service Telephone Number	01490412394
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	NA

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	63
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Fees Charged

The minimum weekly fee payable during the last financial year?	711.83
The maximum weekly fee payable during the last financial year?	711.83
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; Quality of Care Review (Reg 80) Responsible Individual Monitoring Visit (Reg 73) Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings. Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	5

How many communal lounges at the service?	6
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden seating area in front of Cysgod y Gaer Residential home. Extensive gardens to the side and rear of the home.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Within the home, residents' meetings take place every 4 to 6 weeks, the meetings are arranged by the Registered Manager and evidence has been seen within both the Quality of Care reports (Reg 80) and the RI visits (Reg 73). All citizens are informed of the RI visit prior to it taking place and invited to meet with the RI. The Team Manager and RI have met with citizens as part of their formal and informal visits to the service. Feedback forms are shared with all citizens, these are reviewed during the Regulation 80 and Regulation 73 visits. Over the last 12 months, the home has introduced a new bilingual feedback form, as well as 'comments' book that staff fill in to capture more informal feedback from residents and their families. The home has introduced a families WhatsApp group, which is used to inform families of activities, events as well as the upcoming RI visits. The delivery of care is determined by the needs of the citizens, with them having input in the development, delivery and reviewing of care and support plans. Advocacy services are offered to citizens when a need is identified. Examples of Residents shaping the service include; a garden party, installation of a new Gazebo (bought through donations from family members). The home has introduced a new planting project with residents, installing a donated greenhouse and making use of community initiatives. Within Cysgod Y Gaer the use of Welsh is prominent with the majority of staff speaking Welsh as their first language. This is reflective of the demographics of the home. The home has received several feedback forms and cards, all of which would indicate a general satisfaction and appreciation of the support offered.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The electronic 'Paris' data system captures a 'What Matters' form that will have been completed by a care practitioner within the community. This records the citizen's personal wishes and objectives and this is used by the Registered Manager to begin the conversation with the citizen about the care and support they will receive within Cysgod Y Gaer. Upon arrival at the home the contents of the 'What Matters' form is reviewed with the citizen and an initial care and support plan is agreed.</p> <p>Care and support is tailored to the needs and wishes of the citizen, care plans and risk assessments and the frequency of reviews are checked as part of the Regulation 80 & Regulation 73 visits. Evidence of this is documented in corresponding reports. Care plans and risk assessments are reviewed every three to six months depending on changes in needs.</p> <p>Interactions with professionals such as Social Workers, Occupational Therapists and District Nurses have been observed by the RI during their visits to the home.</p> <p>Citizens are encouraged to access community activities and social events; the home has an adapted vehicle which can be used to facilitate community access.</p> <p>Within Cysgod Y Gaer, residents are supported to take part in gardening activities such as planting seeds and tending raised beds. Excellent links have been made with community initiatives such as Nature for Health.</p> <p>There are two activities champions within Cysgod Y Gaer as well as a volunteer who wishes to support residents too. Examples of activities and community interactions including visits from the mobile library, lambs being brought into the home in spring, ice cream van visits in summer, regular hairdresser visits, apple pressing, Curlew art work and exhibition, penpals initiative with local school. Birthday celebrations and festive celebrations are also hosted throughout the year. Residents are supported to access religious and spiritual activities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff employed within Cysgod Y Gaer are required to complete mandatory training which includes safeguarding, domestic abuse awareness and manual handling training. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens.</p> <p>There is evidence to demonstrate that the home responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process is followed where staff conduct has fallen below standards expected. The Registered manager would be in attendance for any safeguarding strategy meetings relating to our citizens. The team attends regular multi agency meetings that are in place to discuss any concerns about a citizen.</p> <p>All citizens and their family/representatives are given a copy of Cysgod Y Gaer's Service User Guide, this outlines how they can raise a concern and how they can make a complaint.</p> <p>The RI's details are displayed in prominent place within the home, as are CIW details and Denbighshire's complaints procedure.</p> <p>The RI reports demonstrate that concerns and complaints are considered and acted upon as part of the visit.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Cysgod Y Gaer aspires to provide opportunities for citizens to maximise and maintain independence whenever possible.</p> <p>Building and room décor, gardens, appropriate fixtures and fittings are regularly assessed for suitability and appropriateness for the citizen's needs.</p> <p>Suitable equipment is provided according to assessed needs. Examples being assisted bath, stand aids, ceiling track hoists, Sara Steady. Grab rails are installed throughout Cysgod. All bedrooms have their own sinks. The assisted bath installed in 2023, is well used by residents.</p> <p>There is a comprehensive building and equipment maintenance schedule followed, checks include; Fire and emergency lighting tests, Legionella management, PAT and Lola testing, window lock check, fire door checks.</p> <p>Recent improvements made include:</p> <ul style="list-style-type: none"> Repurposing and modernising the upstairs landing area Redecoration of rooms as they become empty Removal of oil storage tank from grounds of the home area <p>Within Cysgod Y Gaer there is a reablement flat, which has been adapted to provide greater independence and the opportunity for short stay recovery/recuperation.</p> <p>Cysgod Y Gaer has a good range of new technologies, some of which are specifically designed to support the client group, such as Rita and Alexa's, iPads and large screen televisions and surround sound. The home now has good Wi-Fi coverage throughout.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 20.06

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 0

Infection, prevention & control 1

Manual Handling 1

Safeguarding 0

Medicine management 1

Dementia 1

Positive Behaviour Management 0

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above. Diabetes Healthcare
Palliative Care
Mental Health First Aid
Dehydration Awareness

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

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	26
No. of posts vacant	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	6
Health & Safety	9
Equality, Diversity & Human Rights	10
Infection, prevention & control	7
Manual Handling	14
Safeguarding	6

Medicine management	9
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to the Mental Capacity Act 2005 Diabetes in Care Person Centred Care First Aid Falls Prevention Neurodiversity Awareness Mental Health Awareness Welsh Language Awareness Data Protection and GDPR
Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	20
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.	7:30 - 16:00 X 3 7:30 - 13:30 X 1 15:45 - 21:15 X 3 21:00 - 7:45 X 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	11
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Safety
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1

Manual Handling	0
Safeguarding	1
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.	COSHH Fire Safety
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
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	5
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.	Laundry Admin Gardener/handy person
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	1
Infection, prevention & control	3
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	NA
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Dolwen
Service Telephone Number	01745812752
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	NA

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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Fees Charged

The minimum weekly fee payable during the last financial year?	711.83
The maximum weekly fee payable during the last financial year?	711.83
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; Quality of Care Review (Reg 80) Responsible Individual Monitoring Visit (Reg 73) Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings. Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Garden seating area in front of Dolwen, memorial garden outside of The Bryn lounge, small seating area outside of Castell lounge.
Provide details of any other facilities to which the residents have access	NA

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Residents' meetings take place every 4 to 6 weeks within residential settings and are arranged by the Registered Manager. The Registered Manager or their deputy will carry out a full walk around the home on each shift. The Registered Manager, Assistant Manager and Lead Care and Support worker all have protected time each week where they will be on the floor to observe practice and provide leadership to the direct care staff. All citizens are informed verbally of the RI visits while family members and representatives are informed via letter and through a Whatsapp group. All are invited to meet with the RI privately during the visit. The Team Manager and RI have met with citizens as part of their formal and informal visits to the service. There is evidence of actions being agreed and implemented as a result of this contact and this is documented via the relevant reports. Feedback forms are offered to citizens, relatives and representatives and there is a feedback box within the reception area of the home. The home currently produces a newsletter for residents and their families, the home intends to develop this so it is written by the residents. There is a mobile shop within the home, staffed by a resident. Advocacy services are offered to citizens when a need is identified. The delivery of care is determined by the needs of the citizens, with them having input in the development, delivery and reviewing of care and support plans. Regulation 80 visit reports demonstrate that these documents are reviewed and recommendations made to make them more effective meaningful. RI visit reports record contact with citizens and their representatives and actions taken as a result. In addition, Regulation 80 reports evidence Team Manager attending resident meetings.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The electronic 'Paris' data system captures a 'What Matters' form that will have been completed by a care practitioner within the community record the citizen's personal wishes and objectives and this is used by the Registered Manager to begin the conversation with the citizen about the care and support they will receive within Dolwen. Upon arrival at the home the contents of the 'What Matters' form is reviewed with the citizen and an initial care and support plan is agreed. Care and support is tailored to the needs and wishes of the citizen, care plans and risk assessments and the frequency of reviews are checked as part of the Regulation 80 & Regulation 73 visits. Evidence of this is documented in corresponding reports. Care plans and risk assessments are reviewed every three to six months depending on changes in needs. There is evidence of appropriate referrals and consultation with other professionals such as Social Workers, Occupational Therapists and Health professionals. Citizens are encouraged to access community activities and social events; the home has an adapted vehicle which can be used to facilitate community access. The home has two activities coordinators. There is evidence of community groups visiting the home, examples being; local school children visiting, entertainers, music therapy, vision care, hairdressers, chiropodist. Dolwen also arranged animal therapy and the residents have had the chance to meet a pony, donkey and several therapy dogs. Citizens are supported to access religious and spiritual activities. Residents may also require support with more bespoke activities, examples include supporting someone to visit the pub for a pint and supporting individuals to visit loved ones in hospital. Thankyou cards and praise have been received within the service, which would indicate an overall satisfaction with the service provided.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff employed within Dolwen are required to complete mandatory training which includes safeguarding, domestic abuse awareness and manual handling training. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens.</p> <p>There is evidence to demonstrate that the home responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process is followed where staff conduct has fallen below standards expected. The Registered manager would be in attendance for any safeguarding strategy meetings relating to our citizens. The team attends regular multi agency meetings that are in place to discuss any concerns about a citizen.</p> <p>All citizens and their family/representatives are given a copy of Dolwen's Service User Guide which outlines how they can raise a concern and how they can make a complaint.</p> <p>The RI's details are displayed in prominent place within the home, as are CIW details and Denbighshire's complaints procedure.</p> <p>The RI reports demonstrate that concerns and complaints are considered and acted upon as part of the visit.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Dolwen was purpose built in 1966 and offers a 32 bed residential facility. Dolwen is divided into three residential units, each with its own kitchen, lounge, dining areas, bedrooms and bathrooms. There is also a day care facility within the building.</p> <p>There is a comprehensive building and equipment maintenance schedule followed, checks include; Fire and emergency lighting tests, Legionella management, PAT and Lola testing, window lock check, fire door checks.</p> <p>The manager completes a monthly checklist to ensure the building is safe and well maintained. In addition, there is a maintenance book where issues can be reported and addressed as they arise.</p> <ul style="list-style-type: none"> • As recorded in Reg 80 and Reg 73 reports, recent improvements from the current maintenance programme include; Redecoration of the Castell lounge and corridor as well as the reception area of which benefited from furniture donated from League of Friends. <p>Two bathrooms have been redecorated during this year.</p> <p>The home has recently improved the quality of the soft furnishings and decor of rooms and communal areas. Residents have been actively involved in choosing decor and gave their opinions on the purchases.</p> <p>There are areas within Dolwen that have been developed to create greater privacy and promote independence. Parc is one area of the home which has 3 bedrooms one of which is en-suite. Parc has a self-contained lounge with a small kitchen area and access to two bathrooms.</p> <p>Additionally, within Dyfryn there is a large room allocated for residential rehabilitation support. This room has its own kitchen and has recently been used to accommodate a husband and wife.</p> <p>Dolwen has a good range of new technologies, some of which are specifically designed to support Dolwen's client group, such as Rempod and Rita's. In addition, the home uses Alexa's, Virtual Reality headsets, Simple Music Player, iPads and large screen televisions. The home has WiFi access throughout.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	25.68
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	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.	Ask and Act Working at heights Coaching Others to Achieve Higher Potential Clinical Skills for Care Homes
	<p>Contractual Arrangements</p>	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	First Aid Data Protection & GDPR Carers Awareness Code of Conduct Oral Hygiene Welsh Language Awareness Violence against Women Awareness Mental Health Awareness Whistleblowing Falls Prevention Risk Assessment H & S Awareness Conflict Management Prevention COSSH Ask and Act
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	4
Manual Handling	3
Safeguarding	1
Medicine management	4
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Clinical Skills for Care Homes Ask and Act Continence Awareness Palliative Care Stroke Awareness Violence against Women Awareness Data Protection & GDPR Code of Conduct Oral Hygiene Falls Prevention Tissue Viability Awareness First Aid Fire Safety Conflict Management Professional Boundaries Carers Awareness Mental Health Awareness Welsh Language Awareness Whistleblowing Sepsis Awareness Dysphagia Awareness Epilepsy and Buccal Midazolam Awareness & Care
<div>Contractual Arrangements</div>		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	3	
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<div>Typical shift patterns in operation for employed staff</div>		
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Monday - Friday 7:30 - 9:00 17:00 - 21:00 Weekend 7:30 - 14:00 14:00 - 21:00	
<div>Staff Qualifications</div>		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4	
No. of staff working towards the required/recommended qualification	0	
<div>Other social care workers providing direct care</div>		
Does your service structure include roles of this type?	Yes	
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>		
<div>Filled and vacant posts</div>		
No. of staff in post	22	
No. of posts vacant	4	

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

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

Induction	11
Health & Safety	8
Equality, Diversity & Human Rights	6
Infection, prevention & control	20
Manual Handling	9
Safeguarding	6
Medicine management	6
Dementia	3
Positive Behaviour Management	0
Food Hygiene	8

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Continence Awareness Ask and Act Person Centred Care Palliative Care Clinical Skills for Care Homes Continence Awareness Stroke Awareness Violence against Women Awareness Data Protection & GDPR Code of Conduct Oral Hygiene Falls Prevention Fire Safety Professional Boundaries Carers Awareness Mental Health Awareness Welsh Awareness Whistleblowing Sepsis Awareness Dysphagia Awareness & Care Epilepsy and Buccal Midazolam Awareness & Care
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Contractual Arrangements

No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	3

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.	7:30 - 14:30 X 4 7:30 - 18:00 X 1 14:00 - 21:00 X 4 21:00 - 7:30 X 2
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	6
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
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.	Working at heights
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	4
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.	Laundry assistant Admin assistant Gardener/Handyperson

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Working at Heights
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Domiciliary Support Service
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Service Telephone Number	03004561000
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	253
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Fees Charged

The minimum hourly rate payable during the last financial year?	24
The maximum hourly rate payable during the last financial year?	24
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families;</p> <p>Quality of Care Review (Reg 80)</p> <p>Responsible Individual Monitoring Visit (Reg 73)</p> <p>Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings (e.g. Community Living and Extra Care)</p> <p>Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Within Extra Care tenant meetings take place and are attended by care team seniors and/or managers. Frequency of these meetings varies, as determined by the landlord. Daily welfare checks are made for all tenants (except those that have opted out). Seniors carry out a daily building walk around check that is recorded in the staff communication books. Wherever possible the on-site Seniors will operate an open door policy. Seniors have weekly meetings with the Landlord in order to share information about individual tenants.

Within Community Living the senior will attend each scheme multiple times each week and during these visits they will review notes made by staff as well as communicating directly with the citizens supported. Pen Pictures are developed with citizens and they outline their likes, dislikes and key support needs.

For all elements of the domiciliary care service, all citizens will contribute towards their assessment, care plan and risk assessment. The Service User guide is given to every citizen and this explains how to raise a concern.

All citizens are informed of the RI visit prior to it taking place and are invited to meet with the RI. The Registered managers and RI also meet with citizens as part of their formal and informal visits to the service. Where a concern is raised, the Registered manager or deputies will meet with the citizen and they will follow through any actions agreed, ensuring the corporate policy is adhered to. Feedback forms are shared with all citizens and these are reviewed during the Reg 80 and Reg 73 visits. More recently, communication books have been introduced to record more informal feedback that may be given by citizens and their families. Advocates are offered to provide support to citizens when a need is identified.

Feedback gathered during the RI visits and the Reg 80 visit, would suggest that citizens feel that their voice is heard and they have choice about their care and support.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

The electronic 'Paris' data system captures the 'What Matters' form which records the citizen's personal wishes and objectives and is used to inform the care and support plan. Care and support plans are developed from this information. There is evidence to demonstrate citizens are involved with the planning, delivery and review of their care and support, that is tailored to the needs and wishes of the citizen and can be stepped up/down as required – this was observed during the last quality of care review. Within our Community Living houses, Person Centred Planning reviews are carried out by the local authority annually and these feed into individual care and support plans. In addition, each citizen is supported to identify opportunity goals that they want to work towards, these goals have been seen to increase choice and control. Citizens are encouraged to access community activities and social events, for example some citizens are supported to access day services or work opportunities. Care and support staff will signpost citizens to other support services, for example, Community Navigators who have extensive knowledge of local community activities. Care plans and risk assessments are in place for all citizens supported and these are reviewed every three to six months, this is checked during the Reg 80 visits. Thank you cards and praise are regularly received within the service, which would indicate an overall satisfaction with the service provided. Monthly managers' checklists evidence this further and are completed consistently.

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

All staff employed within the service are required to complete mandatory training which includes safeguarding training, domestic abuse awareness and manual handling. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens. There is evidence to demonstrate that the service responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process followed where staff conduct has fallen below standards expected. All citizens are given a Service User Guide which outlines how they can raise a concern and how they can make a complaint. The Registered manager/senior would be in attendance for any safeguarding strategy meetings relating to our citizens. During the RI visit, safeguarding referrals are scrutinised and discussed with the team to learn from these events. The team attends weekly multi agency meetings that are in place to discuss any concerns about a citizen and agree any appropriate actions.

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)	62
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	2
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No. of posts vacant	0
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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 can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
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Health & Safety	0
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Equality, Diversity & Human Rights	0
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Manual Handling	1
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Safeguarding	1
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Dementia	0
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Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask & Act Infection Control How to become more resilient when coping with change Medication
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	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.	Ask & Act Aspiring Manager Programme Data Protection and GDPR Medication Administration in Social Care
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Ask & Act Aspiring Manager Programme Managing difficult conversations First Aid 1 to 1 Discussions Managing for the first time Data Protection and GDPR How to become more resilient when coping with change Medication	
Contractual Arrangements			
No. of permanent staff		7	
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)		7	
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		7	
No. of staff working towards the required/recommended qualification		0	
Other social care workers providing direct care			
Does your service structure include roles of this type?		Yes	
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.			
Filled and vacant posts			
No. of staff in post		85	
No. of posts vacant		13	
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		16	
Health & Safety		5	
Equality, Diversity & Human Rights		17	
Manual Handling		24	
Safeguarding		22	
Dementia		5	
Positive Behaviour Management		14	
Food Hygiene		14	

Please outline any additional training undertaken pertinent to this role which is not outlined above.		Ask & Act Arthritis Awareness Autism Awareness Attendance at Work awareness Carer Awareness Climate Change Code of Conduct Data Protection and GDPR Diabetes in Care Domestic Skills Study Day Driver Awareness First Aid Hate Crime Awareness Medication Mental Health Awareness Modern Slavery Professional Boundaries Record Keeping and GDPR awareness Single Handed Care Workshop
Contractual Arrangements		
No. of permanent staff	67	
No. of Fixed term contracted staff	1	
No. of volunteers	0	
No. of Agency/Bank staff	17	
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)	22	
No. of part-time staff (17-34 hours per week)	36	
No. of part-time staff (16 hours or under per week)	10	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	73	
No. of staff working towards the required/recommended qualification	12	
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.	Lead Care and Support Worker	
Filled and vacant posts		
No. of staff in post	2	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	2	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Manual Handling	2	

Safeguarding	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Ask & Act Basic First Aid Welsh Language Awareness Conflict Prevention Single Handed Care Workshop Reflective Practise
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	1
No. of staff working toward required/recommended qualification	0