

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:	NANT-Y-FOEL CYFYNGEDIG		
The provider was registered on:	21/12/2018		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Cartref Bryn yr Eglwys		
	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	21/12/2018	
	Responsible Individual(s)	Meryl Welsby	
	Manager(s)	Meryl Welsby	
	Maximum number of places	30	
	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	Staff training is completed according to individual professional development requirements. Staff have to complete a number of Core or mandatory training such as Fire Safety, Infection Control, Manual Handling, Mental capacity and Safeguarding. Staff are also required to complete additional training in subjects related to their work ( food safety, prevention of falls, etc). Professional development is discussed during bi-monthly supervisions
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have been experiencing significant difficulties in recruiting local staff and after placing adverts on job site Indeed and social media we few or no applicants. The Care Home holds a sponsorship licence and we are now recruiting overseas staff for both nursing and health care positions. We have recently submitted applications for two sponsorship visas for healthcare assistants and we are currently wait for a response from the Home Office

Service Profile

Service Details

Name of Service	Cartref Bryn yr Eglwys
Service Telephone Number	01690770384
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	no other languages

## Service Provision

## People Supported

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

46

## Fees Charged

The minimum weekly fee payable during the last financial year?

1100

The maximum weekly fee payable during the last financial year?

1100.00

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

## Complaints

Number of active complaints outstanding

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?

we conducted a number of audits and focus group to ascertain service users opinion and preferences. Most recent meal audit was completed on 2/6/23 resulting in two new dishes been added to the menu as per feedback received. A focus group was conducted on 22/10/23 concluding that the service users were happy with the service, meals and staffing levels.  
Our service users are encouraged to make choices regarding what to wear, where to spend their day, choice of meals and afternoon activities

## Service Environment

How many bedrooms at the service are single rooms?

30

How many bedrooms at the service are shared rooms?

0

How many of the bedrooms have en-suite facilities?

25

How many bathrooms have assisted bathing facilities?

16

How many communal lounges at the service?

4

How many dining rooms at the service?

1

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

We have an outdoor bench at the front of the Home. We have a patio accessible through french-doors provided with a ramp for wheelchair access. On the patio there are seating facilities- a bench, two chairs and outdoor table.

Provide details of any other facilities to which the residents have access

We have grass lawns at the front and back of the property

## 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

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.

Service users are involved in their care from the admission. A pre-admission assessment of the individual is carried out by either the Nurse Manager or by the Clinical Lead Nurse. The needs and care requirements, together with likes, dislikes and preferences, are discussed with the individual, his next of kin and family members.

An interview is facilitated with the Care Home cook, to ascertain specific dietary requirements, food allergies, preferences, likes and dislikes. A Care Plan Agreement is discussed and signed with the individual and with their family members, this document is evidenced in all the nursing notes. They are informed of how to access free wi-fi during their stay at the Care Home or have their own mobile or a laptop to maintain contact with their 'significant others'. There is a library of tangible books at the Care Home which can be freely accessed by all residents. Individuals have a choice of meals, choice of where they want to spend the day, i.e.: in their bedrooms, in the communal lounge, in the quiet alcove by the front window or in the 'quiet lounge'. There is commercially installed WIFI around the building and individuals and their families can have free access to the WIFI code.

A number of risk assessments are completed upon admission including mental capacity, risk of developing pressure sores, nutrition, continence, dependency. Dependency assessment will also include the abilities of the individual to maintain independence and perform their activities of daily living. From these assessments, individualised person-centred care plans are formulated for each of the service users, to optimise their ability to maintain autonomy and maintain physical, mental and emotional well-being. These care plans reflect individual's needs and also their choices and preferences.

There is an active Welsh offer at the Care Home and the individuals using the service can have their services through the medium of Welsh. Cartref Bryn yr Eglwys is an integral part of the Welsh community and the individuals using the service can be cared for or by Welsh speaking staff whenever possible.

Service users have a choice of recreational activities, offered daily, between 2pm-3pm, such as quizzes, word search games, bingo, board games, painting, colouring, signing and karaoke. All these activities are highly encouraged to avoid boredom, isolation and to improve interest and social skills, but are optional and not 'forced' upon individuals in any way.

<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>All individuals have their needs reviewed on an on-going basis. There are weekly GP visits organised. GP visits the Care Home on each Wednesday, to review all individuals who need medical input. In the event of acute condition which cannot wait for the usual GP visits, ad-hoc visits are arranged during the week by the duty nurse. The arrangements in place for the weekly GP visits are as follows: a list with all individuals requiring medical review is organised throughout the week, then emailed to the surgery on each Tuesday. This gives GP the opportunity to review individual's medical notes prior to the review so a more comprehensive evaluation can take place during his visit to the Care Home. This arrangement also reduces the need for ad-hoc GP visits.</p> <p>The Care Home works closely with the other medical professionals such as Tissue Viability specialist, Speech and Language therapist, Diabetic nurse specialist, Dietician, Dentist, Oral health nurse practitioner, Ophthalmologist, Audiologist, Foot practitioner, Occupational Therapist, etc.</p> <p>Since 2022, the Care Home is participating in the new programme Gwên am Byth/A Lasting smile which is a national oral health improvement programme delivered by the Community Dental Services in Wales with the primary aim of improving oral health and hygiene for older people living in care homes. The essential aims of the programme are to ensure:-an up-to-date mouth care policy is in place in each care home; staff are trained in mouth care (including at induction) and the home keeps a register of training; residents have a mouth care assessment at appropriate intervals to identify any changes that will impact on their oral health; the assessment leads to an individual care plan, designed to support routine good oral hygiene that is reviewed on a regular basis; and care homes are aware of how to ensure timely access to appropriate dental care and treatment when required.</p>
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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>A robust recruitment process is in place for new staff which include POVA first checks , DBS check, two references and mentor-ship induction. Regular training and updates are provided for all staff to ensure that all staff members are fully competent and qualified in providing excellent care to the individuals using the service. Staff receive a range of mandatory and optional training, relevant to the needs of the individuals using the service. Staff's training and performance is continually being monitored through bi-monthly supervisions and annual appraisals.</p> <p>People are being cared for in a secure environment. All visitors to the Care Home must sign the visitors book and, if unknown to the Care Home staff, they must identify themselves before being allowed access into the building. The bedrooms are secured, bedroom doors are kept closed and the windows have a retainer which allows them to be opened only to a depth of 30cm, according to Health and Safety policy. This prevents the entry of any intruders and safeguards the service users from accidental falls from the window.</p> <p>A range of policies such as Health and Safety, Infection prevention and Control, Safeguarding, Confidentiality, Mental capacity, ensures a clean and safe environment for the people using the service. Confidentiality policy ensures that all documentation related to the service users is kept secure and confidential and the access to the individual nursing notes is done only on a 'need to know' basis. There is a Safeguarding policy in place and staff complete training in relation to safeguarding adults at risk. Safeguarding training is a part of the Core, mandatory training and updated annually. There is also a Whistle-blowing policy and staff feel confident in bringing any poor practices to the attention of the management, without the fear of being victimised or treated unfairly.</p> <p>People who are unable to make their own decisions regarding their care and where to live, are subject to Deprivation of Liberty Safeguards (DOLS). Mental capacity is a part of the staff training module to ensure that those under DOLS have their needs met and are not at risk of harm or neglect. There are safe staffing levels to ensure people receive timely support, according to their needs.</p> <p>For individuals who lack capacity and have no POA or NOK, there is also evidence of timely referrals to advocacy services, with three of current service users benefiting from the services of a Personal Representative Person</p>
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The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The Care Home has undergone extensive improvement works for the past three months: 12 sets of brand new bedroom furniture have been purchased. These 12 bedrooms have been fully re-decorated with new flooring, paint, lamp shades and new curtains. The dining room had new flooring, new curtains, new curtain poles and new paint. New flooring has been fitted to the communal areas, to 5 bedrooms on the ground floor and recently, new flooring has been installed on the front staircase. Four of the original bedrooms have undergone a complete re-decoration with new floor, new bedroom furniture, new wallpaper, new sink, mirror and freshly paint. The corridors have all been painted recently. All the paint work was completed by a professional painter and decorator, thus ensuring a high quality of the paintwork.

The feedback from the service user was very positive, one particular resident stating that he likes his bedroom furniture, floor and the fresh paint makes the room feel lighter and more spacious. He said that he likes his bedroom very much and it feels like 'his home' and has enough space for all of his 'artwork' jigsaw puzzle games and colouring books. He said that staff are polite and respect his privacy by always knocking before entering his bedroom, which makes his bedroom even more as 'his own home'. Resident also said he's happy to be able to go down to the village and the staff are always accommodating and are making time to accompany him. Unfortunately, the village shop is now closed but a café was opened recently, where the 'chocolate house' used to be, which is within 10 minutes walking distance from the Care Home. Another service user and her family stated they enjoy taking advantages of this café, whilst enjoying a cup of coffee and a slice of home-made cake.

Service users have full use of the new terrace, where they can sit on the benches and admire the flowers displayed on the railing surrounding the terrace.

The monthly, bilingual newsletter produced by the Care Home, distributed to all service users, and their families and posted in the local newspaper Odyn, helps the service users to feel as an important part of the local community. The newsletter is also available in large print, if required.

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

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

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

#### Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	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.

The supervisory role is that of 'Clinical Lead Nurse', who's role is to provide leadership for the care team (Registered Nurses and Health Care Assistants). Clinical Lead Nurse has also the responsibility of completing quality audits focusing on specific areas of care provided, for example: number and frequency of falls, pressure sores, etc

Additional training:  
 -Mental capacity Act, level 2  
 -Syringe driver training  
 -Urinary catheterization  
 -Falls prevention  
 -Donning/Doffing  
 -Food allergies  
 -Anaphylaxis  
 -Hand hygiene

#### 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	1

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	-Falls prevention -Oral care -Mental capacity -pressure area care -food allergies -donning/doffing -Hand hygiene -Care decisions for End of Life care -End of Life workshop -2nd checker insulin -Skin care
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Typical shifts worked 07.00-19.00-5 08.00-20.00-5 20.00-08.00-2 09.00-14.00-1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	1
Registered nurses	
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	5
No. of posts vacant	0
<div> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
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.	Additional training: -Mental Capacity Act, level 2 -Syringe driver training -Skin care -Treat me fairly -Anaphylaxis -Adult Catheterisation -SCIP (Swallow care Intervention Pathway) -Donning/Doffing
<div>Contractual Arrangements</div>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

The shift pattern for Registered Nurses is 08.00-20.00hrs and 20.00-08.00hrs.  
The average number of Registered Nurses on duty is as follows:  
Days 08.00-20.00-1,2 RNs  
08.00-14.00-2 RNs  
Nights 20.00-08.00-1RN

Senior social care workers providing direct care

Does your service structure include roles of this type?

No

Other social care workers providing direct care

Does your service structure include roles of this type?

No

Domestic staff

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
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.

Additional training:  
-Mental Capacity Act level 2  
-Hand hygiene  
-Donning/doffing

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)	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	2
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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
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.	Additional training: -Mental capacity Act level 2 -Donning/doffing -Food allergies -Hand hygiene
Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	2
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.	<p>Maintenance person - 16 hours per week, shift pattern is 08.00-14.00hrs , two days a week.  Role and responsibilities: to carry out repairs, maintenance, improvement works; to conduct maintenance audits. To carry out health and safety fire checks( weekly fire alarms, monthly emergency lights, fire extinguishers and break glass mechanism). To liaise with other contractors for repairs work outside his scope, such as electrical or plumbing works.</p> <p>Kitchen assistant - 18 hours per week, shift pattern 08.00-14.00  Responsibilities: Washing, peeling, chopping, cutting and Ensuring the food preparation areas are clean and hygienic; Washing utensils and dishes and making sure they are stored appropriately; Cleaning the food preparation equipment, floors and other kitchen tools or areas;</p>
<div>Filled and vacant posts</div>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	<p>Maintenance person - 16 hours per week, shift pattern is 08.00-14.00hrs , two days a week.          Role and responsibilities: to carry out repairs, maintenance, improvement works; to conduct maintenance audits. To carry out health and safety fire checks ( weekly fire alarms, monthly emergency lights, fire extinguishers and break glass mechanism). To liaise with other contractors for repairs work outside his scope, such as electrical or plumbing works.</p> <p>Kitchen assistant - 18 hours per week, shift pattern 08.00-14.00          Responsibilities: Washing, peeling, chopping, cutting and Ensuring the food preparation areas are clean and hygienic; Washing utensils and dishes and making sure they are stored appropriately; Cleaning the food preparation equipment, floors and other kitchen tools or areas;</p>
<div>Contractual Arrangements</div>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div>Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0