

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:	Hallmark Care Homes (Pentwyn) Limited																
The provider was registered on:	18/02/2019																
The following lists the provider conditions:	There are no imposed conditions associated to this provider																
The regulated services delivered by this provider were:	<table><tr><td colspan="2">Hallmark Ty Enfys Luxury Care Home</td></tr><tr><td>Service Type</td><td>Care Home Service</td></tr><tr><td>Type of Care</td><td>Adults With Nursing</td></tr><tr><td>Approval Date</td><td>18/02/2019</td></tr><tr><td>Responsible Individual(s)</td><td>Aneurin Brown</td></tr><tr><td>Manager(s)</td><td>Sujjata Singh</td></tr><tr><td>Maximum number of places</td><td>101</td></tr><tr><td>Service Conditions</td><td>There are no conditions associated to this service</td></tr></table>	Hallmark Ty Enfys Luxury Care Home		Service Type	Care Home Service	Type of Care	Adults With Nursing	Approval Date	18/02/2019	Responsible Individual(s)	Aneurin Brown	Manager(s)	Sujjata Singh	Maximum number of places	101	Service Conditions	There are no conditions associated to this service
Hallmark Ty Enfys Luxury Care Home																	
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Manager(s)	Sujjata Singh																
Maximum number of places	101																
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	Reviews and appraisals identify training requirements and generate Personal Development Plans to record development areas. New legislation, investigations, audits and inspections also identify requirements. Talent review meetings with stakeholders explore requirements in detail to plan the most appropriate solutions. A blended learning approach meets the training requirements identified including E-learning, workshops, mentoring, coaching, supervision and development resources.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Central support with dedicated Recruitment Business Partner, additional role of Recruitment Marketing added to support team, jobs posted on variety of jobs-boards, values based recruitment interviews, structured recruitment/compliance process to provide positive experience, ED&I Focus Group in place, Talent management meetings to aid succession planning, Financial Support Fund for team, Mental Health First Aiders available, free counselling & advice service, retail discounts, empowerment days.

Service Profile

Service Details

Name of Service	Hallmark Ty Enfys Luxury Care Home
Service Telephone Number	02920548920
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	Welsh, Arabic, Hindi, Polish, Romanian, Spanish, Malayalam, Sinhala, Tamil, Filipino, Kurdish, French, Italian and various Indian languages.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	145
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Fees Charged

The minimum weekly fee payable during the last financial year?	1075.00
The maximum weekly fee payable during the last financial year?	1998.37
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	11
Number of complaints partially upheld	0
Number of complaints not upheld	3
Total number of formal complaints made during the last financial year	14
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Surveys are undertaken with residents, relatives, team members and professionals on an annual basis. General team meetings, resident and relative meetings also take place quarterly. Feedback is sought from residents who are unable to communicate verbally, via Talking Mats.

Service Environment

How many bedrooms at the service are single rooms?	101
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	101
How many bathrooms have assisted bathing facilities?	10
How many communal lounges at the service?	7
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	The garden area is secure and is accessed via the inside of the building. There are various areas of the gardens, including a sensory and quiet area and residents are supported to enjoy the garden is easily accessible to all. Residents are supported to remain safe whilst in the garden and those who prefer quiet time to "potter" in the garden are provided with call bells that are directly linked a separate alarm system. There is a "natural area" in the garden which attracts local wild-life. Residents are supported to plant flowers and vegetables in raised flower beds. There are plenty of seating areas throughout the garden and space for wheelchairs to move around. Hallmark Care Homes runs an annual gardening competition; "Hallmark in Bloom"; which Ty Enfys Care Home team and residents enjoy entering each year to showcase their garden.
Provide details of any other facilities to which the residents have access	Residents also have access to a shop, garden room, therapy/sensory room, as well as a cinema. The home also has a farmhouse kitchen, pub, library and a café.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Talking Mats

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.

Ty Enfys regularly seeks feedback from people and appropriate action is taken in response to any feedback received. Feedback received from any stakeholder is logged on our organisational governance platform, RADAR. This shows the action taken in response to feedback and how this has been shared with the team, along with any lessons learnt.

The Responsible Individual also seeks feedback from residents and relatives as part of his quarterly RI visits. Feedback is formally sought from residents, by the Quality Development team, as part of their annual Compliance Audit.

Ty Enfys conducts annual surveys with residents and relatives. In addition to these, the home also conducts biannual lifestyles and monthly dining questionnaires. Following surveys, the home develops a 'you said, we did' to detail the key trends arising out of surveys and the actions that the home is taking to address these. Residents and relatives are encouraged and supported to share ideas and make suggestions that can influence the delivery of the service, via quarterly meetings.

The pre-admission assessment is carried out to develop person-centred care plans that include residents' interests, likes and dislikes. All residents are encouraged to make choices about their care and their day to day living arrangements. Families are encouraged to be as involved as possible with the pre-admission assessment. Residents are also supported to make decisions about their care and how they are supported through quarterly care plan reviews. Relatives also take part in these reviews, as appropriate.

The home continues to embed the 'Six Senses Framework' and through the 'Senses Detectives' process they have replaced ABC charts with a 'Senses Mapping' process that results in the development of a 'Senses Plan' that will support residents who communicate unmet needs through behaviours.

Team members within the home have been trained in the use of Talking Mats. Talking Mats is a visual communication tool used to hear the voices of people living with dementia by increasing their capacity to think about, and communicate effectively about, things that matter to them.

The home is one of the most reviewed care homes in Wales with 191 reviews on carehome.co.uk and has a score of 9.9 out of 10. Evidence from current inspections, audits & surveys show that residents are able to make informed choices regarding their care.

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.

Oversight is maintained through the home's governance platform RADAR, as well as via a suite of audits which assess areas such as care planning, medication, IPC, food safety and health and safety. There are daily stand-up meetings held during which the team are able to raise concerns and provide feedback to the wider team from external professionals. Care plan evaluations are carried out monthly, along with three monthly reviews with residents and relatives.

The overall wellbeing of the resident is paramount to the home. This starts with the family led by the Customer Relationship Manager. This is then followed up with a robust pre-admission assessment where as much information is obtained from the resident, family and friends and other professionals involved in the resident's care. On moving in, care plans are formulated to reflect the needs of the resident. To ensure we understand the person as a unique individual, we ask the resident about their life history, likes and dislikes, their hobbies and how they would like to spend their time. We encourage residents to be as independent as they can.

The home has received a range of positive feedback from relatives regarding the ways in which the home support residents with their health and wellbeing. The home has also received a range of positive feedback from external professionals via surveys.

The home uses the Relish App, which documents the day-to-day activities the residents participate in and the families can access this.

The home achieved a Gold Award for Tree of Life Framework that encapsulates the elements we feel are needed to create an inspiring lifestyles programme.

Residents are registered with local GP practices. Both practices offer weekly GP visits and hold a clinic in the home. The home has good links with external services such as Ophthalmology, Speech and Language Therapy, Tissue Viability Nurses, Palliative Care support, Podiatrist, Dentist, Community Psychiatric Nurse, Care Home Liaison Team, React Support Services etc. In cases where professionals do not offer a domiciliary service, residents are supported to attend appointments.

Residents are cared for by suitably qualified team members. Team levels meet the needs of residents so that they are supported in a person-centred way. All team members receive quarterly supervisions and an annual appraisal. As part of these, learning and development needs are identified for each individual.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All events are logged in our governance system RADAR. This ensures that appropriate action is taken in response to events. Trends arising out of safeguarding referrals are analysed on a quarterly basis and robust actions are developed to address any trend identified. The home has a Safeguarding policy in place which is readily available to team members. The local Safeguarding pathway is also on display in the home for residents and relatives. Appropriate pre-employment checks are conducted before any team member begins working in the home. This includes criminal record checks, references and checks with professional bodies such as the NMC.</p> <p>Occurrences are investigated using a root cause analysis framework, as required. Lessons learnt are also identified as part of the investigations and actions are introduced to mitigate reoccurrence. Learning is shared throughout the home and wider organisation, as appropriate. Residents and relatives are informed of the outcome of these investigations. Residents have the opportunity to speak to an advocate from Age Connect, who visit the home.</p> <p>The rights of residents are met by the team in the home and residents are protected from discrimination. Team members complete annual equality and diversity training and apply their learning in practice. This is underpinned by an Equality and Diversity policy for residents. Residents' diversity is respected, and all residents can be assured of equality of treatment.</p> <p>All team members have received training in Safeguarding and are able to recognise the signs of potential abuse. Team awareness of safeguarding is assessed as part of the quarterly RI visits and annual internal Compliance Audit. There is now an organisational Safeguarding Board in place which reviews themes and trends arising out of safeguarding referrals. We also have a range of whistleblowing pathways in place, via which team members can raise concerns. These are advertised throughout the home and the team's knowledge of these is assessed during the quarterly RI visits and annual Compliance Audit.</p> <p>The team at Ty Enfys ensure residents feel safe and protected and are quick to act when any concerns or issues are raised. The home has open links with the safeguarding team. As is evidenced by the comments earlier in this annual return, residents feel safe and protected from harm.</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 residents at Ty Enfys are able to live in a home where their needs and values are respected in matters of religion, spirituality, culture, race, ethnic origin and sexuality. Team members will knock and wait before entering a resident's room. All personal care needs are undertaken in private. There are quiet areas that allow residents to meet with family, friends and visiting professionals. Residents can make private telephone calls if the needs arise.

Residents are offered the chance to personalise their room according to their taste. Any changes to the environment are carried out with the involvement of residents and their families.

An annual arm's length Health and Safety audit is conducted by the Health and Safety Manager. The home also conducts monthly night fire drills and bi-monthly day fire drills. These identify areas of good practice, as well as any areas for development. Any areas for development that cannot be promptly resolved, are added to the home's action plan where progress against these can be tracked. The home's General Manager conducts risk assessments for the premises and key work activities on an annual basis.

There are also quarterly health and safety committee meetings where relevant issues relating specifically to H&S, in the home are discussed. The committee is made up of day and night team members, along with a representative from each department.

Residents at Ty Enfys are treated with the upmost dignity and respect, their right to privacy is always maintained. Team members will knock and wait before entering a resident's room. All personal care needs are undertaken in private. There are quiet areas that allow residents to meet or have a video call with family, friends and professionals.

The recent refurbishment has enhanced the environment and added to the standard of the home. The plan of refurbishment of individual rooms is ongoing.

Live entertainers visit at regular intervals. Residents are enjoying the variety of performances and seeing different faces. Over the summer months these were facilitated in the garden.

Ty Enfys remains a 'home from home' where residents are cared for with great passion and dignity.

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)	125.60
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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

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	1
Infection, prevention & control	1
Manual Handling	1
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.

A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:

CLINICAL TRAINING

END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family.

CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively.

STOMA CARE - to develop awareness around stoma care including types and practical assistance.

VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood.

T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver.

PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the care needed to manage a feeding tube.

VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system.

DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes.

SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.

CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

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
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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	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:</p> <p>CLINICAL TRAINING</p> <p>END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE – to develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system.</p> <p>DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>NON-CLINICAL TRAINING</p> <p>DATA PROTECTION/GDPR TRAINING - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.</p> <p>FEEDBACK MANAGEMENT AND INVESTIGATION</p>

TRAINING - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes.

SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.

CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
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<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	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	3
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to provide the skills and confidence to support adults living with diabetes.

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SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.

CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

LEADER IN ADULT CARE LEVEL 5

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OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

Contractual Arrangements	
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)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
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	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:</p> <p>CLINICAL TRAINING</p> <p>END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE – to develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the c</p>

are needed to manage a feeding tube.
 VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.
 NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system.
 DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes.

SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.

CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment.
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

RCNi MODULES - RCNi Learning consists of 180 modules covering 43 topics including:

Assessment
 Bowel care
 Cancer care
 Cardiovascular
 Care of older people
 Central nervous system
 Communication
 Critical care
 Dermatology
 Diabetes
 End of life care

	Gastrointestinal nursing Hand hygiene Infection control Intravenous therapy Medicines management Nutrition Pain management Respiratory Resuscitation Revalidation Safeguarding Sepsis Wound care
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	18 Care Assistants work throughout the whole home during the day shift which starts at 08:00 and ends at 20:00. 7 Care Assistants work throughout the whole home during the night shift which starts at 20:00 and ends at 08:00.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	22
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	0

Health & Safety	15
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	4
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:</p> <p>CLINICAL TRAINING END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family. CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively. STOMA CARE – to develop awareness around stoma care including types and practical assistance. VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood. T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver. PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the care needed to manage a feeding tube. VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life. NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system. DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>NON-CLINICAL TRAINING DATA PROTECTION/GDPR TRAINING - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning. FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt. ROOT CAUSE ANALYSIS TRAINING - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly. SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals. FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes. SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively. CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures. INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values. MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.</p>

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment.
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

RCNi MODULES - RCNi Learning consists of 180 modules covering 43 topics including:

Assessment
 Bowel care
 Cancer care
 Cardiovascular
 Care of older people
 Central nervous system
 Communication
 Critical care
 Dermatology
 Diabetes
 End of life care
 Gastrointestinal nursing
 Hand hygiene
 Infection control
 Intravenous therapy
 Medicines management
 Nutrition
 Pain management
 Respiratory
 Resuscitation
 Revalidation
 Safeguarding
 Sepsis
 Wound care

Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	10
No. of part-time staff (17-34 hours per week)	4
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.	4 registered nurses work during the day shift from 07:45 to 20:00 and 4 work during the night shift from 19:45 to 08:00.
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	5
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	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	6
Positive Behaviour Management	0
Food Hygiene	7

Please outline any additional training undertaken pertinent to this role which is not outlined above.

A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:

CLINICAL TRAINING

END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family.

CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively.

STOMA CARE - to develop awareness around stoma care including types and practical assistance.

VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood.

T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver.

PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the care needed to manage a feeding tube.

VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system.

DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

NON-CLINICAL TRAINING

SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team
EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes.

SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.

CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

policy and procedures.

INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment.
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

Contractual Arrangements

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)	2
No. of part-time staff (17-34 hours per week)	3
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.	1 senior care assistant works during the day shift from 07:45 to 20:00 and 1 works during the night shift from 19:45 to 08:00.
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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	4
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	68
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	19
Health & Safety	68
Equality, Diversity & Human Rights	19
Infection, prevention & control	68
Manual Handling	68
Safeguarding	68
Medicine management	0
Dementia	24
Positive Behaviour Management	0
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A comprehensive suite of additional training (both clinical and non-clinical) has been undertaken as listed:</p> <p>CLINICAL TRAINING</p> <p>END OF LIFE CARE - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC - To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE – to develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE - to gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER - competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) - have a basic understanding of what a gastrostomy is, how it works, and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH - to equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING - to cover the six parameters that form the basis of the scoring system.</p> <p>DIABETES AWARENESS - to lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>NON-CLINICAL TRAINING</p> <p>SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team</p>

vice at Hallmark working together as One Team
EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.
FALLS TRAINING - To greatly reduce the number of overall avoidable falls in Hallmark care homes.
SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.
CARE PLAN TRAINING - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.
INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.
MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.
MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

OTHER DEVELOPMENT UNDERTAKEN

- Stress at work
- Diabetes/Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment.
- Dementia Care Toolbox
- Duty of Candour
- Anaphylaxis
- GROW leadership programmes.
- CORE management programmes (Recruit your team, develop your team and manage your team)
- Introduction to influencing.
- Introduction to coaching
- Principles of palliative care

Contractual Arrangements

No. of permanent staff	60
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	32
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	6

<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.	18 Care Assistants work throughout the whole home during the day shift which starts at 08:00 and ends at 20:00. 7 Care Assistants work throughout the whole home during the night shift which starts at 20:00 and ends at 08:00.
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	50
<div>Domestic staff</div>	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	18
No. of posts vacant	1
<div> Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. </div>	
Induction	1
Health & Safety	17
Equality, Diversity & Human Rights	0
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	17

Please outline any additional training undertaken pertinent to this role which is not outlined above.	A comprehensive suite of additional training has been undertaken as listed: NON-CLINICAL TRAINING SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals. SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively. MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace. MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals. OTHER DEVELOPMENT UNDERTAKEN <ul style="list-style-type: none"> • Stress at work • Mental health Awareness • Management & Supervision • Working at Heights • Modern Slavery • Risk assessment. • Dementia Care Toolbox • Duty of Candour • GROW leadership programmes. • CORE management programmes (Recruit your team, develop your team and manage your team) • Introduction to influencing. • Introduction to coaching
<div>Contractual Arrangements</div>	
No. of permanent staff	17
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
<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)	7
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	18
No. of staff working toward required/recommended qualification	0
<div>Catering staff</div>	
Does your service structure include roles of this type?	Yes
<div>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	17

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	6
Health & Safety	12
Equality, Diversity & Human Rights	0
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A comprehensive suite of additional training has been undertaken as listed:</p> <p>NON-CLINICAL TRAINING SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals. SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively. MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace. MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.</p> <p>OTHER DEVELOPMENT UNDERTAKEN</p> <ul style="list-style-type: none"> • Stress at work • Mental health Awareness • Management & Supervision • Working at Heights • Modern Slavery • Risk assessment. • Dementia Care Toolbox • Duty of Candour • GROW leadership programmes. • CORE management programmes (Recruit your team, develop your team and manage your team) • Introduction to influencing. • Introduction to coaching
Contractual Arrangements	
No. of permanent staff	14
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)	8
No. of part-time staff (17-34 hours per week)	6

No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
No. of staff who have the required qualification	14
No. of staff working toward required/recommended qualification	3
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>Lifestyles Coordinator: The Lifestyles team proactively assist and engage in the delivery of meaningful, enjoyable and stimulating activities in the Home.</p> <p>Maintenance Operative: To ensure that all aspects of the home are kept safe and well-maintained for residents, team members and visitors, and they comply with internal and external standards and regulations and work aligned to codes of conduct</p> <p>Receptionist: Receptionists are responsible for ensuring there is a welcoming atmosphere on entering the home.</p> <p>Hairdresser: Hairdressers visit the home to provide hairdressing services to residents.</p>
<div>Filled and vacant posts</div>	
No. of staff in post	18
No. of posts vacant	1
<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	4
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	1
Dementia	3
Positive Behaviour Management	0
Food Hygiene	6

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A comprehensive suite of additional training has been undertaken as listed:</p> <p>DATA PROTECTION/GDPR TRAINING - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.</p> <p>FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.</p> <p>ROOT CAUSE ANALYSIS TRAINING - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.</p> <p>SERVICE WITH A SMILE - To deliver exceptional service at Hallmark working together as One Team</p> <p>EMPOWERMENT DAY - To empower staff to live the values and achieve their career and personal goals.</p> <p>SUPERVISION AND APPRAISAL TRAINING - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively.</p> <p>INVESTIGATIONS TRAINING - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.</p> <p>MENTAL HEALTH FIRST AID TRAINING L2 - To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.</p> <p>MENTAL HEALTH FIRST AID TRAINING L3 - To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.</p> <p>OTHER DEVELOPMENT UNDERTAKEN</p> <ul style="list-style-type: none"> • Mental health Awareness • Management & Supervision • Working at Heights • Modern Slavery • Risk assessment. • Dementia Care Toolbox • Duty of Candour • GROW leadership programmes. • CORE management programmes (Recruit your team, develop your team and manage your team) • Introduction to influencing. • Introduction to coaching
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Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	8
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)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	1