

Annual Return 2024/2025

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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 regulated services delivered by this provider were:	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 Address	Ty Enfys, Marle Close, Cardiff CF23 7EP

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, and Recruitment Marketing to support candidate attraction, 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, 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 the main language through which the service is provided?	English
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?	138
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Fees Charged

The minimum weekly fee payable during the last financial year?	1360.00
The maximum weekly fee payable during the last financial year?	2062.90
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	12
Number of active complaints outstanding	0
Number of complaints upheld	8
Number of complaints partially upheld	3
Number of complaints not upheld	1
Is the information about complaints correct?	Yes
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 sperate 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)	Yes
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 use 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 220 reviews on carehome.co.uk and has a score of 9.9 out of 10. Evidence from internal 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 received a range of positive feedback from external professionals.

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. This home has done this through utilising outside spaces, organising intergenerational activities and other activities that will support residents to maintain or improve their level of fitness. A new initiative which is turning out to be very popular with the residents, is the home's weekly yoga classes.

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.

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.

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

All events are logged in our governance system RADAR. This ensures that appropriate action is taken in response to events. 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. 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.

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, as appropriate. Residents and relatives are informed of the outcome of these investigations. Age Connect regularly visited the home prior to its dissolution in March, but the home will work with the new advocacy service when launched.

The rights of residents are met by the team in the home and residents are protected from discrimination. Team members complete 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.

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. Our organisational Safeguarding Board remains in place which reviews 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 and the team's knowledge of these is assessed during the quarterly RI visits and annual Compliance Audit.

The team at Ty Enfys ensure residents feel safe and protected. The home has open links with the safeguarding team. As is evidenced by the feedback received by the home, residents feel safe and protected from harm.

Trends arising out of safeguarding referrals are analysed on a quarterly basis and robust actions are developed to address & trend identified. The service also has robust arrangements in place to ensure that the trends from other key events are analysed. Actions are identified in response to any significant trends highlighted and progress against these is monitored via the home's action plan, if they cannot be promptly resolved.

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 & values are respected in matters of religion, spirituality, culture, race, ethnic origin & sexuality. Team members will knock & 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 areas 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.

Live entertainers visit at regular intervals. Residents are enjoying the variety of performances and seeing different faces. Outdoor space has been utilised to its full potential and continually adapted to enhance the residents experience, including a fitness walk around the garden, a wheelchair accessible potting table, an audio tour of the garden, many nature attracting areas and accessible Montessori boxes with watercolour paints and bird watching equipment. The home recognises the positive impact of children visiting Ty Enfys and they host a range of intergenerational activities. The home encourages other outside communities and councils to visit and participate in appropriate activities

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

136

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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Mental health first aid training. Feedback management and investigation training, root cause analysis, investigation training and risk assessment. Dementia toolkit and senses training.
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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

Is the information about staff qualifications correct?		Yes
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>		
<p>Filled and vacant posts</p>		
No. of staff in post	1	
No. of posts vacant	0	
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	0	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding	1	
Medicine management	1	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Mental health first aid training. Feedback management and investigation training, root cause analysis, investigation training and risk assessment. Dementia toolkit and senses training.</p>	
<p>Contractual arrangements for staff currently in post</p>		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Is the information about contractual arrangements correct?	Yes	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Is the information about staff qualifications correct?	Yes
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	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
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.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Mental health first aid training. Feedback management and investigation training, root cause analysis, investigation training and risk assessment. Dementia toolkit and senses training.
Contractual arrangements for staff currently in post	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
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)	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	0
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Nursing care staff	
Does your service structure include roles of this type?	No
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	27
No. of posts vacant	3
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	4
Health & Safety	23
Equality, Diversity & Human Rights	3
Infection, prevention & control	23
Manual Handling	23
Safeguarding	23
Medicine management	23
Dementia	23
Positive Behaviour Management	0
Food Hygiene	23

Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Dementia toolkit and senses training. Clinical skills training including VOD, PEG and syringe driver. CPD elearning modules via RCNi platform for revalidation.
Contractual arrangements for staff currently in post	
No. of permanent staff	18
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	9
Is the information about contractual arrangements correct?	Yes
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)	13
No. of part-time staff (17-34 hours per week)	5
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.	During the day there are 4 nurses working from 07:45 to 20:00. During the night there are 4 nurses working 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	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	7
Equality, Diversity & Human Rights	2
Infection, prevention & control	7
Manual Handling	7

Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Dementia toolkit and senses training.
Contractual arrangements for staff currently in post	
No. of permanent staff	8
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
Is the information about contractual arrangements correct?	Yes
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)	5
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 both the day and night shift. The day shift is between 07:45 and 20:00. The night shift is between 19:45 and 08:00.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	70
No. of posts vacant	0

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

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

Induction	12
Health & Safety	67
Equality, Diversity & Human Rights	12
Infection, prevention & control	67
Manual Handling	67
Safeguarding	67
Medicine management	0
Dementia	67
Positive Behaviour Management	0
Food Hygiene	67
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, React 2 red, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. Leadership workshops under the bespoke GROW programme. Empowerment days. Dementia toolkit and senses training.

Contractual arrangements for staff currently in post

No. of permanent staff	62
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	8
Is the information about contractual arrangements correct?	Yes

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)	38
No. of part-time staff (17-34 hours per week)	24
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 on the day shift. The day shift is between 08:00 and 20:00. 7 Care Assistants work on the night shift. The night shift is between 19:45 and 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	32
No. of staff working towards the required/recommended qualification	38
Is the information about staff qualifications correct?	Yes

Domestic staff

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	17
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	15
Equality, Diversity & Human Rights	1
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	15
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Fire Induction, Practical and Fire Safety, H- GDPR, Dermatitis, Hand Hygiene, Whistle Blowing, ANTT, PPE Care, modern slavery. Leadership workshops under the bespoke GROW programme. Empowerment days.
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
<p>Catering staff</p>	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	16
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	11
Equality, Diversity & Human Rights	2
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	0
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Fire Induction, Practical and Fire Safety, H- GDPR, Dermatitis, Hand Hygiene, IDDSI, Whistle Blowing, Eating and drinking Competency, PPE Care, modern slavery. Leadership workshops under the bespoke GROW programme. Empowerment days.
<p>Contractual arrangements for staff currently in post</p>	
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	4
Is the information about contractual arrangements correct?	Yes
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
<p>Other types of staff</p>	

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.	Activities/Lifestyles, Maintenance, Receptionist, Volunteer
Filled and vacant posts	
No. of staff in post	18
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	1
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	BLS, COSHH, Display Equipment, Fire Induction, Practical and Fire Safety, H- GDPR, MCA-DOLS, Portable DSE, Dermatitis, Hand Hygiene, IDDSI, Oral Hygiene, Working at heights, Whistle Blowing, ANTT, Eating and drinking Competency, PPE Care, modern slavery. CORE management workshops including Managing your team, Recruiting your team, Developing your team, Supervision and Appraisal skills, Coaching skills and influencing skills. Leadership workshops under the bespoke GROW programme. Empowerment days. Dementia toolkit and senses training.
Contractual arrangements for staff currently in post	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	8
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	3
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Is the information about staff qualifications correct?	Yes
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