

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:	Phoenix Homecare and Support Limited		
The provider was registered on:	31/05/2019		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Phoenix Homecare and Support Limited (North Wales)		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	31/05/2019	
	Responsible Individual(s)	Kelly Williams	
	Manager(s)	Kelly Williams	
	Partnership Area	North Wales	
	Service Conditions	There are no conditions associated to this service	
	Phoenix Homecare and Support Ltd (Powys)		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	29/08/2019	
	Responsible Individual(s)	Kelly Williams	
	Manager(s)	Amy Coyle	
	Partnership Area	Powys	
	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	As a company we have invested in a computer software that alerts the training department that staff training is due to expire and when it has expired. This enables them to ensure that staff are not working without in date and up to date training as needed. We have a robust training department and this consists of three trainers and an administrator. This means that the trainers can go out into the community to complete assessments and competency assessments for the staff to ensure that they are
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have an ongoing recruitment process. We use online CV and Job Platforms to enable us to reach the target audience. We have Social Media accounts that we use to promote the company and the presence of the company. These help and support us to recruit. We have attended job fairs over the past year. We are working with the local Job Centre for advertising and hopefully reach a different target audience. We make sure that all our new recruits have a face to face interview and they send us an app

Service Profile

#### Service Details

Name of Service	Phoenix Homecare and Support Limited (North Wales)
Service Telephone Number	01978311617
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	146
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	21.72
The maximum hourly rate payable during the last financial year?	26.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

##### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
Total number of formal complaints made during the last financial year	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We completed 3 Quality assurance reviews during this timeframe, these are completed quarterly. We complete reviews of the care with our Service users every three months and during this review the service user and their families can and are asked for feedback about the service. We gained feedback on the company from our Service users and the staff via questionnaires. We had an inspection from CIMV for both branches and we have also completed Contract and Monitoring reviews with the Commissioners. They have given active feedback and they have given us ideas on where things need to improve as needed and we have taken this feedback and implemented the changes as needed.</p> <p>We also have communications with the families and friends via telephone for feedback as and when they want to discuss things with us as a company. We send out questionnaires to our commissioners and other professionals that we work with to get feedback about the service.</p>

#### Communicating with people who use the service

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

British Sign Language (BSL)	No
Other	No

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

As a company we feel it is invaluable to have to the feedback from the service users and their families in regards to their feedback about how they feel about the company and the care that is being provided.

Every service user has an allocated Customer Relations Manager. The role of the Customer Relations Manager is the person that is responsible for the Service user and to ensure that all their needs are met as needed. The CRM will go out and visit the service user at the start of the care package to enable them to discuss what care they need and what care they expect to receive. The CRM will completed their personalised Care Plan that the service user has requested and this is then discussed with the care team.

Every three months the CRM will go out and complete a visit with the service user and discuss all aspects of the care that they are receiving and any issues/concerns or feedback is requested. This gives the service users and the families time to discuss everything as needed.

The Service users have the contact details for the office and can phone and speak to their CRM or any manager to voice their concerns.

As a company we send out quality assurance questionnaires to all the service users every three months to complete for us to collect the information and allow us to review their feedback as needed. This information is then shared back to the Service users and gives them feedback to how we plan to change things as needed and how this will be monitored.

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.

At Phoenix, through a combination of subjective assessments and objective indicators - we can determine the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing.

Our assessments are focused on the individuals capabilities and "what they can do", encouraging independence and identifying outcomes the individuals would like to achieve that can support to maintain or improve their ongoing health, development and overall wellbeing.

While receiving support, we use observational and performance indicator tools such as

Dementia care mapping - observing and recording behaviours to assess the wellbeing of individuals with dementia.

Health metrics - Monitoring and recording changes in physical and mental health, Bowel movements, Nutrition and Hydration intake and output and medication changes.

Environmental assessments such as safety and comfort, evaluating the living conditions, such as cleanliness, noise levels and personal and accessibility ensuring the service user can move freely and safely

Receiving Feedback from service users and families through surveys and questionnaires that are regularly distributed to gather feedback on the quality of care and life satisfaction as well as collecting feedback from family and friends about the care their loved ones receive.

Focusing on our outcome based care plans and our observational and performance indicator tools allows us to gain a comprehensive understanding of the happiness and wellbeing of the individuals. Regularly reviewing and adapting our methods of measurements allows us to stay responsive to the changing needs of those in care and further assist to tailor our approach to the individuals needs and preferences

The extent to which people feel safe and protected from abuse and neglect.	<p>All our staff have completed comprehensive safeguarding training, ensuring they understand the various forms of abuse and harm they need to monitor and address. Our Safeguarding course is externally verified and accredited for Continuing Professional Development (CPD). All our staff members are registered with Social Care Wales within three months, instead of the recommended six months. We actively utilise Social Care Wales' reporting system to promptly address any safeguarding concerns.</p> <p>Furthermore, we have aligned our Safeguarding training with the new Safeguarding training framework and standards for 2024 from Social Care Wales. Our staff also receive training on the Codes of Professional Practice and guidance outlined in the Social Services and Wellbeing Act 2014.</p> <p>Our staff are fully aware of the procedures for referring any safeguarding concerns to the office for support.</p> <p>We employ rigorous safeguarding checks for all staff, including:</p> <p>Full enhanced DBS checks Verification of references and employment history Verification of official identification</p> <p>To monitor service quality, our staff are required to log in and out of their calls. This helps ensure that service users receive the allocated time with the Care Worker, and that all necessary tasks are completed within the designated timeframe.</p> <p>Both staff and service users provide feedback through feedback forms, allowing us to continuously monitor and improve our service.</p> <p>To ensure quality and compliance, our staff undergo regular spot checks and observations. We maintain an open-door policy at our offices to foster trust and rapport. Additionally, all staff members participate in supervisions and appraisals to address any concerns.</p> <p>These measures ensure that our service users feel safe from harm or neglect.</p>
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The following section requires you to answer questions about the staff and volunteers working at the service.

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	56.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

#### Staff Type

Service Manager

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

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

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
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Completed Manual Handling Key Training. Completing Level 5 Management in Social Care QCF.

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

#### Other supervisory staff

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

#### Filled and vacant posts

No. of staff in post	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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Key Training Manual Handling. Completed Level 3 QCF and is now completing Level 4 QCF Management course.

#### 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 social care worker	1
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	2
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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Booked to complete their Manual Handling Key trainer Course.

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	63
No. of posts vacant	9

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	80
Health & Safety	80
Equality, Diversity & Human Rights	80
Manual Handling	80
Safeguarding	80
Dementia	80
Positive Behaviour Management	0
Food Hygiene	80
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	48
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	15
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)	35
No. of part-time staff (17-34 hours per week)	13
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	58
No. of staff working towards the required/recommended qualification	43
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.	Trainers To provide active training for all care workers and management joining the team. To keep training up to date and accurate at all times. To complete checks on competency for the staff. To work with the team and support with areas that require improvement as needed.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2

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

## Service Profile

### Service Details

Name of Service	Phoenix Homecare and Support Ltd (Powys)
Service Telephone Number	01686622880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	99
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### Fees Charged

The minimum hourly rate payable during the last financial year?	21.72
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The maximum hourly rate payable during the last financial year?	26.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

#### Complaints

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We completed 3 Quality assurance reviews during this timeframe, these are completed quarterly. We complete reviews of the care with our Service users every three months and during this review the service user and their families can and are asked for feedback about the service. We gained feedback on the company from our Service users and the staff via questionnaires. We had an inspection from CIW for both branches and we have also completed Contract and Monitoring reviews with the Commissioners. They have given active feedback and they have given us ideas on where things need to improve as needed and we have taken this feedback and implemented the changes as needed.</p> <p>We also have communications with the families and friends via telephone for feedback as and when they want to discuss things with us as a company. We send out questionnaires to our commissioners and other professionals that we work with to get feedback about the service.</p>

#### Communicating with people who use the service

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As a company we feel it is invaluable to have to the feedback from the service users and their families in regards to their feedback about how they feel about the company and the care that is being provided.</p> <p>Every service user has an allocated Customer Relations Manager. The role of the Customer Relations Manager is the person that is responsible for the Service user and to ensure that all their needs are met as needed. The CRM will go out and visit the service user at the start of the care package to enable them to discuss what care they need and what care they expect to receive. The CRM will completed their personalised Care Plan that the service user has requested and this is then discussed with the care team.</p> <p>Every three months the CRM will go out and complete a visit with the service user and discuss all aspects of the care that they are receiving and any issues/concerns or feedback is requested. This gives the service users and the families time to discuss everything as needed.</p> <p>The Service users have the contact details for the office and can phone and speak to their CRM or any manager to voice their concerns.</p> <p>As a company we send out quality assurance questionnaires to all the service users every three months to complete for us to collect the information and allow us to review their feedback as needed. This information is then shared back to the Service users and gives them feedback to how we plan to change things as needed and how this will be monitored.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>At Phoenix, through a combination of subjective assessments and objective indicators - we can determine the extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing.</p> <p>Our assessments are focused on the individuals capabilities and "what they can do", encouraging independence and identifying outcomes the individuals would like to achieve that can support to maintain or improve their ongoing health, development and overall wellbeing.</p> <p>While receiving support, we use observational and performance indicator tools such as</p> <p>Dementia care mapping - observing and recording behaviours to assess the wellbeing of individuals with dementia.</p> <p>Health metrics - Monitoring and recording changes in physical and mental health, Bowel movements, Nutrition and Hydration intake and output and medication changes.</p> <p>Environmental assessments such as safety and comfort, evaluating the living conditions, such as cleanliness, noise levels and personal and accessibility ensuring the service user can move freely and safely</p> <p>Receiving Feedback from service users and families through surveys and questionnaires that are regularly distributed to gather feedback on the quality of care and life satisfaction as well as collecting feedback from family and friends about the care their loved ones receive.</p> <p>Focusing on our outcome based care plans and our observational and performance indicator tools allows us to gain a comprehensive understanding of the happiness and wellbeing of the individuals. Regularly reviewing and adapting our methods of measurements allows us to stay responsive to the changing needs of those in care and further assist to tailor our approach to the individuals needs and preferences</p>

The extent to which people feel safe and protected from abuse and neglect.	<p>All our staff have completed comprehensive safeguarding training, ensuring they understand the various forms of abuse and harm they need to monitor and address. Our Safeguarding course is externally verified and accredited for Continuing Professional Development (CPD). All our staff members are registered with Social Care Wales within three months, instead of the recommended six months. We actively utilise Social Care Wales' reporting system to promptly address any safeguarding concerns.</p> <p>Furthermore, we have aligned our Safeguarding training with the new Safeguarding training framework and standards for 2024 from Social Care Wales. Our staff also receive training on the Codes of Professional Practice and guidance outlined in the Social Services and Wellbeing Act 2014.</p> <p>Our staff are fully aware of the procedures for referring any safeguarding concerns to the office for support.</p> <p>We employ rigorous safeguarding checks for all staff, including:</p> <p>Full enhanced DBS checks Verification of references and employment history Verification of official identification</p> <p>To monitor service quality, our staff are required to log in and out of their calls. This helps ensure that service users receive the allocated time with the Care Worker, and that all necessary tasks are completed within the designated timeframe.</p> <p>Both staff and service users provide feedback through feedback forms, allowing us to continuously monitor and improve our service.</p> <p>To ensure quality and compliance, our staff undergo regular spot checks and observations. We maintain an open-door policy at our offices to foster trust and rapport. Additionally, all staff members participate in supervisions and appraisals to address any concerns.</p> <p>These measures ensure that our service users feel safe from harm or neglect.</p>
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The following section requires you to answer questions about the staff and volunteers working at the service.

#### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	33.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

#### Staff Type

Service Manager

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

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

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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

#### Other supervisory staff

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

#### Filled and vacant posts

No. of staff in post	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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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 social care worker	1
No. of staff working towards the required/recommended qualification	1

#### Senior social care workers providing direct care

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

#### Filled and vacant posts

No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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
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	43
No. of posts vacant	10
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	28
Health & Safety	43
Equality, Diversity & Human Rights	43
Manual Handling	43
Safeguarding	43

Dementia	43
Positive Behaviour Management	43
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff complete induction when prior to starting at Phoenix Homecare. The staff then complete refresher training in all the courses above annually. Medication Advanced course has been completed.
Contractual Arrangements	
No. of permanent staff	43
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)	21
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	43
No. of staff working towards the required/recommended qualification	26
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No