

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

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:	Abbey Ambitions	
The provider was registered on:	17/08/2018	
The following lists the provider conditions:	Henry Malcolm Nobbs is a partner Eric Mallett is a partner Josephine Rosa Anne Pryke is a partner Samuel Gideon Gloster is a partner Wendy Gloster is a partner	
The regulated services delivered by this provider were:	Abbey Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	09/04/2019
	Responsible Individual(s)	Samuel Gloster
	Manager(s)	Wendy Gloster
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Beechlea	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/08/2018
	Responsible Individual(s)	Samuel Gloster
	Manager(s)	Wendy Gloster
Maximum number of places	4	
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	Formal supervision meetings are held with all staff on an individual basis at intervals of 8-12 weeks where training completed is reviewed and any other / further training is identified during this formal meeting. In addition, training needs are sometimes identified on a day to day basis with an individual either requesting further training or particular needs identified by senior staff. Training is considered extremely important and is arranged without delay as soon as the need is identified
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Social Media adverts 'Word of Mouth' from an existing employee to people in local community Commissioning a local agency to source appropriate individuals for the position available

Service Profile

Service Details

Name of Service	Abbey Lodge
Telephone Number	01495200698
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	BSL

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	1090.76
The maximum weekly fee payable during the last financial year?	2168.53

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality Assurance Review - 6 twice yearly Frequent telephone and face to face contact by RI and support team with families

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	FULLY ENCLOSED PATIO AREA WITH OUTDOOR SEATING AND DINING AREA
Provide details of any other facilities to which the residents have access	NONE

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	Yes
British Sign Language (BSL)	Yes
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.

Each individual has a written Individual Service Plan in place which enables supporting staff to provide care and support in a person centered way for each individual, the plan includes information in detail with regard to all aspects of the individuals day-to-day care and support needs over each 24 hour period so encompasses daily needs from getting up in the morning and throughout the day and night, the individual is encouraged and enabled to take part in both the introduction of the plan and all future reviews which are completed on a regular basis, where an individual may not have capacity to fully take part in the process then an advocate such as a family member who knows the individual well is encouraged and enabled to provide support. Whilst some individuals are able to express their views, wishes and choices verbally some people are not able to do this so we can use alternative methods to communicate and currently use Makaton signs and symbols or pictures to enable effective communication. For some individuals it is important to monitor and observe day-to-day so we can ascertain what appears to bring satisfaction and positive outcomes and these same outcomes are then introduced into the Individual Service Plan either immediately or at the next planned review. British Sign Language [BSL] is used by one individual and staff are able to communicate using BSL.

We enable a Service User meeting on a regular basis but experience shows that people appear to express themselves and their choices more easily when in a less formal one to one situation so we encourage this far more. Each individual has at least one designated Key-Worker, who takes an extra special interest in supporting the person with 'special events' such as family/friends birthdays or other celebrations in a timely way.

A six monthly quality of care and support review is carried out and encompasses the views and opinions of service users themselves, family members, supporting staff and external professionals, a recent review had the following responses from a service user and a family member with regard to living at Abbey Lodge: 'I am very happy living here, I do not want to leave and people help me do things and I like going out' 'X is very happy, and is very well supported'

<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>Individuals are enabled and supported to register with a local GP of their choosing, with an annual health assessment being completed with the GP practice annually as minimum.</p> <p>All health related concerns are taken seriously with supporting staff enabling and assisting with necessary medical appointments, a thorough written account of all medically related issues and appointments are maintained for each individual with information being shared with family member or appropriate advocate, we consider enabling and maintaining positive family relationships is paramount in assisting in good mental health for each person we support. Families are encouraged and invited to take part in some of our arranged activity events such as celebrations for birthdays and Christmas for example.</p> <p>The staff team ensure relevant information is shared with each other at formal handover meetings at the end/beginning of each working period so continuity of care and support can be maintained, this includes what might be considered minor changes but might be issues that nonetheless are important to the particular individual.</p> <p>Handover meetings usually include at least the following:</p> <ul style="list-style-type: none"> - individuals mood state - any issues or concerns regarding health & action taken with outcome so far - activities planned or completed - requests from individual or family member or advocate - visits from/to external professionals such as dentistry/optician/podiatry/any medical professional <p>Staff team are trained according to the needs of the individuals in our care, such as provision of epilepsy awareness and positive behavioral support and management.</p> <p>Individual assessments of risk are completed to enable individuals to live their day to day life as independently as possible with specific equipment or varying degrees of support in place as necessary to enable this to happen in reality.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have in place a thorough safeguarding policy and procedure in addition to ensuring our staff team receive frequent relevant safeguarding training, we also discuss safeguarding and health and safety during formal staff supervision which is completed on a minimum of eight weekly duration.</p> <p>Some individuals may be subject to deprivation of liberty safeguards due to requiring continual supervision [in their best interests] but not having capacity to be aware or agree to this, where this is the case the manager will make an application to the Deprivation of Liberty Team who will then assess whether or not the authorization is appropriate.</p> <p>There have been no safeguarding referrals during this period.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We have in place many written policies and procedures including:

- Health & Safety
- Confidentiality & Privacy
- Risk Assessment [Individual & Environmental]
- Equal opportunities
- Fire Safety
- Data Protection & Record keeping
- Education & Occupation
- Key Worker
- Food Safety
- Safeguarding
- Moving & Handling
- Personal Care Respect & Dignity
- Individual Empowerment

We consider the content of these policies assist our staff and set down standards which are aimed in enabling and respecting the individuals individuality, choices and independence whilst maintaining safety for all concerned.

Staffing levels are provided according to individual need and in line with the Care Plan for each person, this can be shared care or support or at a higher ratio of 1-1 or even 2-1 support if identified as being necessary for any particular task or activity.

Our six monthly Quality Audit clearly demonstrates that individuals are happy and content in their day to day lives.

Individuals who live at the service are known by neighbours and often 'chat' when out and about in the village accessing local amenities such as the village shop, takeaway or out for a walk etc....

Every individual is given an opportunity at least annually to go on holiday and are supported to make their own choices with regard to destination and what activities to take part in once there, staff support is provided for the annual holiday following assessment of risk.

In addition to day to day activities many Theatre and Concert trips have also taken place with many more planned in line with choices made by the individuals concerned.

Personal identity is seen as extremely important and service users and families [if relevant] are very much encouraged to personalise their own room in any way they wish which includes their own furniture choice, colour scheme or preferred theme.

The home has its own vehicle which is used by residents to access the wider community.

Service user involvement in household chores, having some responsibility and feeling 'some ownership' in day-to-day operations is also very important. One individual who is able to do so is currently supported to take responsibility for a range of household tasks and is happy to do so, this includes shopping for own groceries on a weekly basis, planning own menu and with direct support preparing their own meals and snacks.

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)	8.50
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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
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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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRE SAFETY AND EVACUATION CONTROL OF SUBSTANCE HAZARDOUS TO HEALTH
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ADVANCED SAFEGUARDING

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

Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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.	9am/9pm, 9/3pm, 3/9pm, 12/9pm
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
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	7
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	2
Health & Safety	8
Equality, Diversity & Human Rights	1
Infection, prevention & control	6
Manual Handling	4
Safeguarding	2
Medicine management	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRE SAFETY / EVACUATION - 7 CONTROL OF SUBSTANCES HAZARDOUS TO HE ALTH -2
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	9/9pm 9/3pm 3/9pm 12/9pm 9pm/9am
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	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
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.	DRIVER OF HOUSE VEHICLE
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Beechlea
Telephone Number	01495221583
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?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1045.18
The maximum weekly fee payable during the last financial year?	1703.20

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality Assurance Review - 6 twice yearly Frequent telephone and face to face contact by RI and support team with families

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	0
Provide details of any outside space to which the residents have access	Front garden/driveway with ramp access to property Enclosed rear garden with flower borders, grass area and patio area with chairs and dining area
Provide details of any other facilities to which the residents have access	NONE

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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>Each individual has a written Individual Service Plan in place which enables supporting staff to provide care and support in a person centered way for each individual, the plan includes information in detail with regard to all aspects of the individuals day-to-day care and support needs over each 24 hour period so encompasses daily needs from getting up in the morning and throughout the day and night, the individual is encouraged and enabled to take part in both the introduction of the plan and all future reviews which are completed on a regular basis, where an individual may not have capacity to fully take part in the process then an advocate such as a family member who knows the individual well is encouraged and enabled to provide support.</p> <p>Whilst some individuals are able to express their views, wishes and choices verbally some people are not able to do this so we can use alternative methods to communicate and currently use Makaton signs and symbols or pictures to enable effective communication. For some individuals it is important to monitor and observe day-to-day so we can ascertain what appears to bring satisfaction and positive outcomes and these same outcomes are then introduced into the Individual Service Plan either immediately or at the next planned review.</p> <p>We enable a Service User meeting on a regular basis but experience shows that people appear to express themselves and their choices more easily when in a less formal one to one situation so we encourage this far more. Each individual has at least one designated Key-Worker, who takes an extra special interest in supporting the person with 'special events' such as family/friends birthdays or other celebrations in a timely way.</p> <p>A six monthly quality of care and support review is carried out and encompasses the views and opinions of service users themselves, family members, supporting staff and external professionals, a recent review had the following responses from a service user and a family member with regard to living at Beechlea: 'I am very happy living here, I do not want to leave and people help me do things and I like going out' 'X is very happy, and is very well supported'</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>Individuals are enabled and supported to register with a local GP of their choosing, with an annual health assessment being completed with the GP practice annually as minimum.</p> <p>All health related concerns are taken seriously with supporting staff enabling and assisting with necessary medical appointments, a thorough written account of all medically related issues and appointments are maintained for each individual with information being shared with family member or appropriate advocate, we consider enabling and maintaining positive family relationships is paramount in assisting in good mental health for each person we support. Families are encouraged and invited to take part in some of our arranged activity events such as celebrations for birthdays and Christmas for example.</p> <p>The staff team ensure relevant information is shared with each other at formal handover meetings at the end/beginning of each working period so continuity of care and support can be maintained, this includes what might be considered minor changes but might be issues that nonetheless are important to the particular individual.</p> <p>Handover meetings usually include at least the following:</p> <ul style="list-style-type: none"> - individuals mood state - any issues or concerns regarding health & action taken with outcome so far - activities planned or completed - requests from individual or family member or advocate - visits from/to external professionals such as dentistry/optician/podiatry/any medical professional <p>Staff team are trained according to the needs of the individuals in our care, such as provision of epilepsy awareness and positive behavioral support and management.</p> <p>Individual assessments of risk are completed to enable individuals to live their day to day life as independently as possible with specific equipment or varying degrees of support in place as necessary to enable this to happen in reality.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have in place a thorough safeguarding policy and procedure in addition to ensuring our staff team receive frequent relevant safeguarding training, we also discuss safeguarding and health and safety during formal staff supervision which is completed on a minimum of eight weekly duration.</p> <p>Some individuals may be subject to deprivation of liberty safeguards due to requiring continual supervision [in their best interests] but not having capacity to be aware or agree to this, where this is the case the manager will make an application to the Deprivation of Liberty Team who will then assess whether or not the authorization is appropriate.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We have in place many written policies and procedures including:

- Health & Safety
- Confidentiality & Privacy
- Risk Assessment [Individual & Environmental]
- Equal opportunities
- Fire Safety
- Data Protection & Record keeping
- Education & Occupation
- Key Worker
- Food Safety
- Safeguarding
- Moving & Handling
- Personal Care Respect & Dignity
- Individual Empowerment

We consider the content of these policies assist our staff and set down standards which are aimed in enabling and respecting the individuals individuality, choices and independence whilst maintaining safety for all concerned.

Staffing levels are provided according to individual need and in line with the Care Plan for each person, this can be shared care or support or at a higher ratio of 1-1 or even 2-1 support if identified as being necessary for any particular task or activity.

Our six monthly Quality Audit clearly demonstrates that individuals are happy and content in their day to day lives.

Individuals who live at the service are known by neighbours and often 'chat' when out and about in the village accessing local amenities such as the village shop, takeaway or out for a walk etc....

Every individual is given an opportunity at least annually to go on holiday and are supported to make their own choices with regard to destination and what activities to take part in once there, staff support is provided for the annual holiday following assessment of risk.

In addition to day to day activities many Theatre and Concert trips have also taken place with many more planned in line with choices made by the individuals concerned.

Personal identity is seen as extremely important and service users and families [if relevant] are very much encouraged to personalise their own room in any way they wish which includes their own furniture choice, colour scheme or preferred theme.

The home has its own vehicle which is also wheelchair friendly and is used by residents to access the wider community.

Service user involvement in household chores, having some responsibility and feeling 'some ownership' in day-to-day operations is also very important. One individual who is able to do so is currently supported to take responsibility for a range of household tasks and is happy to do so, another individual does not want this kind of responsibility and considers his older age is a good enough reason not to have to do so, another person does not have capacity to perform this sort of task.

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)

7

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

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

Staff Type

Service Manager

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

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH FIRE SAFETY AND EVACUATION
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
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.	9/9PM 9/3PM 9/7PM 3/9PM
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
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	5
No. of posts vacant	2
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	3
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
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.	SPECIFIC TRAINING WITH REGARD TO POSITIVE SUPPORT FOR ONE INDIVIDUAL - ALL STAFF
Contractual Arrangements	
No. of permanent staff	5
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Typical shift patterns in operation for employed staff</p>	
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.	9/3pm 3/9pm 9/9pm 9/9am 9/7pm
<p>Staff Qualifications</p>	
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
<p>Domestic staff</p>	
Does your service structure include roles of this type?	No
<p>Catering staff</p>	
Does your service structure include roles of this type?	No
<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.	DRIVER - DRIVES HOUSE VEHICLE TO PROVIDE TRANSPORT FOR SERVICE USERS AND SUPPORTING STAFF
<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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0