

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:	Akari Care Cymru Limited
The provider was registered on:	24/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Cartrefle Residential Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Karen Harkin
Manager(s)	Caroline Jones
Maximum number of places	24
Service Conditions	There are no conditions associated to this service
Cartref y Borth Residential Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Karen Harkin
Manager(s)	
Maximum number of places	21
Service Conditions	There are no conditions associated to this service
Preswylfa Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Karen Harkin
Manager(s)	Gary Roberts
Maximum number of places	68
Service Conditions	There are no conditions associated to this service
Canterbury House	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2018
Responsible Individual(s)	Karen Harkin
Manager(s)	Gary Roberts
Maximum number of places	51
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

Recruited 2 internal trainers to deliver mandatory training face to face and reduce the reliance of E-learning.  
 Recruited 1 systems trainer to continually provide refresher training and induct new employees on Nourish (our electronic care planning system).  
 A training co-ordinator monitors training compliance via ' My Hippo' our on line E-learning and training platform and arranges the necessary training for the staff  
 RI reviews training compliance on a monthly basis

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Dedicated recruitment team assigned to the homes</p> <p>Attended local job fayres</p> <p>Focused on improving induction, training and supervision of new staff employed</p> <p>Employed overseas workers to fill hard to fill roles such as senior care and nurses</p> <p>Weekly staffing review with RI</p> <p>Roll out of Vision and Values across the company with themed months and staff are nominated for their great work so senior management can provide recognition to them</p> <p>Increased pay and additional benefits for all employees</p>
---	---

## Service Profile

### Service Details

Name of Service	Canterbury House
Telephone Number	01745336511
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	English and Welsh are the two main languages used within the home.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	55
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	702.76
The maximum weekly fee payable during the last financial year?	1154.32

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	3
Number of complaints not upheld	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 gather resident feedback in the following ways to ensure our residents feel involved and empowered in their home:</p> <ul style="list-style-type: none"> <li>- Resident Meetings</li> <li>- Resident and Family Survey</li> <li>- Resident of the day- Monthly reviews</li> <li>- Home Managers Audits- Resident &amp; Family feedback</li> <li>- Regional Managers Audit- Resident &amp; Family feedback</li> <li>- Provider Visit – Resident &amp; Family feedback</li> <li>- Quality of Care Review- QC team – Resident &amp; Family feedback</li> </ul>

### Service Environment

How many bedrooms at the service are single rooms?	51
--	----

How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	45
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Enclosed garden to the rear of the property, large car park to the front of the property.
Provide details of any other facilities to which the residents have access	Hairdresser Salon, Sensory Room, community access is available to all residents and we have entertainers come into the home.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body Language, Simple hand gestures and objects of reference, photo cards

#### 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>We feel that the home is compliant in this area following the Quality of Care Review completed in March 2023 some areas for improvement and development such as the role out of the new surveys which have been developed with resident involvement to enable residents, visitors, staff and external professionals to access these via a QC code. Hard copy can be obtained from Head Office if required. All of the feedback during the Quality of care review was positive residents feedback was completed through direct observations of staff and residents and it was clear that all staff had a clear understanding of the residents they were supporting, communication and support was dignified and respectful and had a positive outcome for residents. Family feedback received was positive of the care being provided to their relative, where improvements were suggested these were acted upon. Feedback received from professionals was that the communication between the home and the professionals was very good and ensured the best outcome for residents with swift support being made available when required. An area for development following feedback received from relatives and some residents was as identified during the Provider Visit/ Regional Manager Visits and included Menus and food choices so again following the feedback on the quality and types of food provided by the home and the mealtime experience of residents we arranged to work alongside our E-food contractor to develop new menus, which will identify the nutritional information for each meal, whilst also supporting our Cooks eliminate waste and manage cost control. The first meeting was held with the cooks from each of the 4 homes in Wales on 26th January and resident representatives, where their wishes, and choices were captured. The menus will be provided with recipes for each meal, so everything will be home made and fresh. Allergens will be immediately available and a good choice of vegetarian meals available. The feedback from this meeting was positive and the residents contributed well to the discussion.</p> <p>Residents/Relative meetings have identified areas of improvement in the running of the home and feedback will be provided once all actions have been achieved via this meeting format. We also use complaints/compliments to feed into residents voices are heard and provide valuable information to continue to review and improve the home.</p> <p>Following the regular reviews listed above we feel the home is compliant in this area.</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>The home is compliant in this area as it has systems and processes in place to ensure people are happy and supported to maintain ongoing health, development and overall wellbeing includes:</p> <p>CIW inspection – September 2022- the home was deemed as compliant with no recommendations or Breaches identified.</p> <p>Partnership Working-Working closely with SALT, OT's Physios, District Nurses, TVN Nurses, Mental Health Teams – ensuring appropriate referrals are being made and followed up on to support residents assessed needs, care plans and risks. Which also includes staff training and development to meet residents assessed needs- we have received positive feedback during all reviews from external professionals.</p> <p>Provider Visits – reviews different topics each quarterly visit including – SOVA, Complaints/Compliments, Medication Audits, Accidents/Incident analysis, Investigations and lessons learnt- which includes case tracking of residents through care plans and record keeping, staffing levels and training, supervisions and registration with SCW.</p> <p>External Training and Resources- The homes liaise with the local authority training teams to access greater training and resources for staff within the local area.</p> <p>Governance systems – we have a range of internal audits that are completed at home level and reviewed by the Regional Manager, Quality Team and Provider during visits. All identified actions are added to the Home Development Plan which is shared with the wider senior management team and is reviewed monthly to ensure compliance.</p> <p>Homes BI reports – to review care plans, assessments, risk assessments, incidents and accidents, IDDSI levels, personal care, etc to give a high-level overview to Home Managers and the wider management team to identify areas for improvements and trends for the home, as the care plans are live documents which grow and develop with the residents, this is an area for further development to ensure historical information via biographies, this is me and care plans requires further development.</p> <p>Activities was identified as an area for improvement and is a focus area for the home to ensure residents of all abilities are able to receive social and psychological stimulation.</p> <p>Based on the review of the above the home is deemed to be compliant for this area.</p>

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

The home has systems and processes in place to ensure people feel safe and protected from abuse and neglect includes:  
Feedback received was that people felt safe and protected with in the home.  
Staff training – please refer to training and work force planning section of Annual return and Your staff section.  
Complaints, Compliments and Whistleblowing procedure – discussed in every meeting with staff, residents, relatives to ensure they are aware of their rights and process to raise any concerns and what action to expect following this.  
Learning when things go wrong – We ensure full investigations and lessons learnt are completed and shared to ensure open and honest communication where required, we ensure we say sorry when things go wrong.  
Safeguarding Alerts & CIW notifications – are shared with the regional manager and the quality team so that we can monitor and review any themes that are being identified and to ensure appropriate actions are being taken.  
Policies and Procedures – all staff have access via SharePoint to ensure they can access the most up to date version. These are reviewed regularly in line with legislation changes and best practice guidance to ensure these are up to date and appropriate, knowledge and understanding is assessed through supervisions and training.  
Deprivation of Liberties – the home is compliant with DOLS legislation and will submit applications when required.  
LPA/Deputyship/POA –Residents and families who have been granted LPA/Deputyship/POA to act in the persons best interest when they are deemed to lack capacity to consent, we work closely to ensure their wishes are being adhered and the care and support is in line with their preferences and choices.  
Staffing levels – Resident dependency levels are assessed on admission and monthly thereafter which feeds into the homes dependency levels to ensure appropriate staffing levels are identified. This is reviewed weekly with the RI.  
Recruitment – we have used agency staff to help support homes during recruitment drives as this has been challenging within Wales, but we try to ensure consistency for our residents. We have recently completed overseas staff recruitment to support the home and this is working well to reduce agency usage and ensure consistency of support.  
We feel the home is compliant with this outcome. Through lessons learned, monitoring for themes and trends within our homes this enables us to take appropriate action to reduce the risks to all homes.

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

The home has systems and processes in place to ensure residents live in accommodation that best supports their wellbeing and achievement of their personal outcomes and this includes: In the last 12 months the home has had a Dementia Environment Audit completed by our Dementia Lead and following this work has commenced on actions required. This included repairs due to damage to the roof following the storms we had last year, and others were to improve the home for the residents which included- the development of lounges to create smaller quieter areas and the introduction of smaller units within the home. Redecoration of all communal areas and bedrooms has brightened the home and dementia friendly furniture in bathrooms (contrasting toilet seats and grab rails) have helped to support residents. The new flooring has helped to freshen the home up and reduce the number of contrasting textures to improve mobility for residents. Some bedrooms have new furniture which means the rooms are more suitable on admission until residents can personalise them. We have replaced 2 heating boilers to ensure heating and hot water is available to all as the old ones were not always able to achieve this. Feedback received from residents' relatives, staff & visitors were all positive regarding the home and improvements that have been made. The quality-of-care review found that residents bedrooms were personalised. The home had suitable equipment and resources available to meet the needs of residents. Residents, relatives & visitors said that environment was homely & welcoming which supported all to feel comfortable and relaxed when visiting the home. Residents & Families are supported to create profile information about themselves to help staff initiate conversations and build relationships with residents. This was not available for all residents and is an area for improvement. The home is working towards "Active Welsh", but this needs to be further developed within the home. Some Welsh/ English signage has been introduced into the home for the names of rooms, fire signage etc but this is not consistent. The home supports staff to enrol on the Welsh language course being offered by BCU practice and development. Dementia Friendly signs are in use within the home to support orientation for residents and this has had a positive outcome for some residents.

We feel that the home is compliant in this area.

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)	66
--	----

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1



<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The Home Manager has completed the below additional training:  Akari Values  Nourish e-Care planning training  Autism awareness  Basic Life Support  Falls from Bed  COSHH  Care Needs Assessment  Communication, Documentation and Reports  Complaints Training  Covid 19 training  Advanced Diabetes Training and awareness training  IDDSI Training  End of Life training  Epilepsy training  Fire Marshall training  GDPR  Dementia training  MCA/DOLS training  Medication administration and medication awareness training  Nutrition  Oral Health  PPE training  Prevent T  React2Red training  Risk Assessment training  Person Centred care planning  Supervision and Appraisal training  The Home Manager attends Provider Forums and BCU training relevant to his role and also internal company training as required.  Training has been provided on Nourish e-Care Planning, BI Reporting, and has also attended training course with BCU practice and development.  Akari Values  Autism  Basic Life Support  Management of Falls  COSHH  Communication, document and report writing  IPC/Covid 19  Diabetes Awareness and Advanced Care  IDDSI  Fire Safety  First Aid Awareness  GDPR &amp; Data Protection  Nutrition  Nourish  Oral health  PPE care  Person Centred Care  Privacy &amp; Dignity  Supervisions  Training: Level 5 Leadership and Management of Health and Social Care (adults)</p>
--	---

**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	2
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
---	-----

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The deputy Home Manager has attended the following additional training:  Nourish e-Care Planning,  BI Reporting,  Induction to the role of Manager,  Akari Values  Autism  Basic life support  falls from bed training  COSHH  Communication, documentation and reports  Covid 19  Diabetes advanced and awareness training  IDDSI  End of Life  Epilepsy  Equality and Diversity  Fire Marshall Training  GDPR  Dementia  MCA &amp; DoLS  Medication administration and Awareness  Nutrition  Oral Health  PPE care  Person Centred  Privacy &amp; Dignity  Supervisions and Appraisals  Deputy has also attended training course with BCU practice and development - for qualified nurses relevant to sustain her NMC PIN registration.  Akari Values  Autism  Basic Life Support  Management of Falls  COSHH  Communication, document and report writing  IPC/Covid 19  Diabetes Awareness and Advanced Care  IDDSI  Fire Safety  First Aid Awareness  GDPR &amp; Data Protection  Nutrition  Nourish  Oral health  PPE care  Person Centred Care  Privacy &amp; Dignity  Supervisions</p> <p>Training: Level 5 Leadership and Management of Health and Social Care (adults)</p>
--	--

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
Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Akari Values Autism Basic Life Support Falls Management Nourish Care Planning Communication, documentation and report writing COSHH Continence and catheter care Covid 19/IPC Diabetes Awareness Diabetes Advanced IDDSI End of Life Care Epilepsy Fire Marshall Fire Safety First Aid Awareness GDPR/Data Protection Nourish Handset training Mental Health Awareness Nutrition Oral health PPE Person Centred Care Planning Phlebotomy Privacy and Dignity Risk Assessment Supervision Appraisal Tissue Viability Wound Care
---	---

Contractual Arrangements	
--------------------------	--

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

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

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

Typical shift patterns in operation for employed staff	
--	--

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The CHAPS work during the day shift only 8am-8pm to support the nursing staff. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.
---	---

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

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	5
No. of posts vacant	4

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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	4
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Akari Values Autism Basic Life Support Falls Management COSSH Care planning Communication, documentation and reporting Continence and catheter care COVID 19/IPC Diabetes Awareness Diabetes Advanced IDDSI End of Life Care Epilepsy Fire Marshall Fire Safety First Aid Awareness Wound Care GDPR/Data Protection Nourish Nutrition Oral Health PPE Person Centred Care Privacy & Dignity Risk Assessment Supervision Wound Care Tissue Viability
---	---

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Typical shift patterns in operation for employed staff

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

Day shift- 8am to 8pm - with 2 nurses on shift.  
 Night shift- 8pm- 8am - with 2 nurses on shift.  
 Nurses tend to work 12 hour shifts over 4 days a week which is their preference.  
 We have used approximately 5 full time agency nurses through the year.

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	9
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	6
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	3
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training completed by staff working in this role includes: Akari Values Nourish Autism awareness Basic Life support Falls from Bed Management COSHH Care planning Communication, reports and documentation Diabetes awareness and Advanced IDDSI End of life Epilepsy Equality and Diversity Fire Marshalls training GDPR and data protection Information governance Mental capacity and deprivation of liberty medication awareness and medication administration Nutrition oral health PPE in care Persons centred care planning Tissue viability and wound care Staff have also accessed BCU training and development courses as these are provided.
---	---

<b>Contractual Arrangements</b>	
---------------------------------	--

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0

<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
---	--

No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

<b>Typical shift patterns in operation for employed staff</b>	
---	--

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.	Day shift - seniors work 8am to 8pm - 2-3 on shift working 12 hour shifts on average 4 days one week 3 days the next Night shift - seniors work 8pm- 8am - 1-2 on shift working 12 hour shifts on average 4 days one week 3 days the next we have used the equivalent of 5 full time agency staff during this year
---	--

<b>Staff Qualifications</b>	
-----------------------------	--

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	6

Other social care workers providing direct care	
---	--

Does your service structure include roles of this type?	Yes
---	-----

<b>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.</b>	
--	--



Filled and vacant posts

No. of staff in post	27
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	3
Health & Safety	26
Equality, Diversity & Human Rights	27
Infection, prevention & control	26
Manual Handling	25
Safeguarding	26
Medicine management	2
Dementia	26
Positive Behaviour Management	12
Food Hygiene	26

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

12 staff within the home have received training from an external provider on physical holds to support essential care techniques where residents may be resistant to this, enhanced communication and looking at non resistant support to essential personal care to engage residents in this process. The course did provide some breakaway techniques and physical redirection techniques so staff have the skills to support this area when required as a last resort when other options tried do not succeed. This course is provided in NHS mental health trusts and have been assessed as being safe to use with older people where they are resistant to essential care.

Internal Courses completed by staff in this job role include:

Nourish e-care planning, Autism & Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition & Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

Care staff can complete the following courses which are provided by North Wales Training:

Foundation Apprenticeship Level 2 in Health and Social Care (adults) and then progress onto the Apprenticeship Level 3 in Health and Social Care (adults)

External through BCU training available for staff working in this role include:

Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, etc.

Contractual Arrangements

No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	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)	14
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	3
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.	Care Assistants work the following shift patterns: Day Shift 8am- 8pm- average number of staff on shift varies between occupancy and residents needs but is 9-10- staff prefer to work on average 12 hour shifts working 4 days one week 3 days the next to a achieve contracted hours Night Shift- 8pm- 8am- average number of staff on shift varies between occupancy and residents assessed needs but is 4-5 staff- staff prefer to work 12 hour shifts working 4 days one week and 3 days the next to fulfil their contracted hours.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7

Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional Courses attended by Domestic staff include:</p> <p>Akari Values - all have attended.  Autism- all have attended  Basic Life Support 4 have completed  Falls prevention 4 have completed  COSHH- all have completed  COVID - all have completed  Fire Safety- all have completed  First Aid all have completed.  GDPR/Data Protection - all have completed.  Mental Capacity and DoLS- all have completed.  PPE in Care- all have completed.  Supervision training all have completed.  Appraisal training one person has completed.</p> <p>Internal Courses completed/available for staff working in this job role include:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work.  Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care.  Dementia Training – All level of staff attend these courses:  Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
<b>Contractual Arrangements</b>	
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	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
Catering 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	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Catering staff have also completed the below courses:</p> <p>Akari Values- all have completed  Autism - all have completed  Basic Life Support- all have completed.  COSHH- all have completed.  Covid- 2 staff have completed  Diabetes Awareness - all have completed.  IDDSI- all have completed  Fire Marshalls training - one has completed  Fire safety- all have completed  First Aid Awareness - all have completed  Food Safety - all have completed  GDPR/Data Protection- all have completed  MCA/DoLS- all have completed  Nutrition Training - all have completed  PEG Care- all have completed  Supervision Training - 2 staff have completed  Appraisal Training - one staff has completed  The catering staff are able to access any internal course that is provided but job specific - IDDSi, Nutrition and Hydration, COSHH, etc  Food Safety (CIEH) – accredited (Level 2, 3 and 4),  Health and Safety (including COSSH) (Level 2, 3 and 4),  Dementia Training – All level of staff attend these courses:  Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Home Admin and Reception staff - providing clerical support to the home, answering phones and the doors, minute taking in meetings etc. Activities Coordinators- providing and arranging social interactions for residents in the home Maintenance Operative- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment. The Maintenance Operative will assist contractor in the home, organise the gardening, redecoration and essential repairs as required.
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	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	2

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

These staff have completed the following additional training:  
 Akari Values- all have completed  
 Autism Awareness- all have completed  
 Basic Life Support Training - 2 have completed  
 Falls prevention - one staff has completed  
 COSHH- 3 staff have completed  
 Communication, Documentation and Report training - one staff has completed  
 Covid- 2 staff have completed, Diabetes Awareness - one staff has completed  
 IDDSI- one staff has completed  
 Fire Marshall training 3 staff have completed  
 Fire Safety- all staff have completed  
 First Aid awareness - all staff have completed  
 Food safety- 2 staff have completed  
 GDPR/Data Protection - all staff have completed  
 Infection Governance and Control training one staff has completed  
 MCA/DoLS - all staff have completed  
 Nutrition- one staff has completed  
 PPE in Care all staff have completed  
 Person Centred Care- one staff has completed  
 Supervision training 3 staff have completed  
 Staff within this role can access any internal course that is available to other roles in the home for example (but not inclusive):  
 Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care.  
 Dementia Training – All level of staff attend these courses:  
 Half day induction - introduction to person centred dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (longer session).  
 Specialist behaviour support training – commissioned externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.  
 External Course- if staff wish to undertake any additional training courses then this can be arranged through the training department include NVQ or equivalent.

<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Cartref y Borth Residential Home
Telephone Number	01492641432
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Welsh and English are the only two languages that are supported for our residents, families and staff.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	27
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	611
The maximum weekly fee payable during the last financial year?	1061

### 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?	we use the following methods of engaging with our residents and families on the operation of the home: Resident & Relative Meetings Resident & Relative Survey Resident of the day- Monthly reviews Home Managers Audits- Resident & Family feedback Regional Managers Audit- Residents & Family feedback Provider Visit – Resident & Family feedback Quality of Care Review- QC team – Resident & Family feedback

### Service Environment

How many bedrooms at the service are single rooms?	21
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The residents have access to the outdoor gardens with patio area which is enclosed.



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

Residents also have access to 2 shower rooms, 6 communal toilets within the home, and a conservatory area.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body Language, Simple hand gestures and objects of reference, photo cards

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.

The home has systems and processes in place to ensure compliance in this area which include:

The home has not been inspected by CIW during this financial year but was deemed compliant during the last inspection in December 2022. The home has been inspected by the Local Authority during this year and the only action required was to share Team Meeting Minutes.

The Quality of Care Review completed in March 2023 stated the home does still have some areas for improvement and development such as the roll out of the new surveys which have been developed with resident involvement to enable residents, visitors, staff and external professionals to access these via a QR code. If anyone is unable to use this facility, then the home can access the QR code and request for a written copy to be sent to the person to complete and return to Head office. All of the feedback received during the Quality of care review from residents was positive. Family feedback received was positive regarding the level of care and support provided and the work to involve families more.

The Provider Visits identified that the following areas for improvement were required on menus and food choices so following this we arranged to work alongside our E-food contractor to develop new menus, which will identify the nutritional information for each meal, whilst also supporting our Cooks eliminate waste and manage cost control. The first meeting was held with the cooks from each of the 4 homes in Wales on 26th January and resident representatives, where their wishes, and choices were captured. The menus will be provided with recipes for each meal, so everything will be homemade and fresh. Allergens will be immediately available and a good choice of vegetarian meals available. The feedback from this meeting was positive and the residents contributed well to the discussion. Following the regular reviews listed above we feel the home is compliant in this area. Residents meetings will identify areas of improvement in the running of the home.

The quality of care review identified the home would be rated as requires improvement in this area, however a HDP has been implemented and work undertaken to improve, this is being closely monitored and reviewed to ensure compliance and we feel confident that the home is now compliant in this area.

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.

The home has systems and processes in place to ensure people are happy and supported to maintain ongoing health, development and overall wellbeing includes:

CIW inspection– December 2020 - the home was deemed as compliant with no recommendations or Breaches identified and has not been re-inspected yet.

Partnership Working- we now work closely with SALT, dieticians, Physios, District Nurses, Mental Health Teams – ensuring appropriate referrals are being made and followed up on to support residents assessed needs, care plans and risks. Which also includes staff training and development to meet residents assessed needs- we have received positive feedback during all reviews from external professionals.

Provider Visits – reviews different topics each quarterly visit including – SOVA, Complaints/Compliments, Medication Audits, Accidents/Incident analysis, Investigations and lessons learnt- which includes case tracking of residents through care plans and record keeping, staffing levels and training, supervisions and registration with SCW.

External Training and Resources- The homes liaise with the local authority training teams to access greater training and resources for staff within the local area.

Governance systems – we have a range of internal audits that are completed at home level and reviewed by the Regional Manager, Quality Team and Provider during visits. All identified actions are added to the Home Development Plan which is shared with the wider senior management team and is reviewed monthly to ensure compliance.

Homes BI reports – to review care plans, assessments, risk assessments, incidents and accidents, IDDSI levels, personal care, etc to give a high-level overview to Home Managers and the wider management team to identify areas for improvements and trends for the home, as the care plans are live documents which grow and develop with the residents, this is an area for further development to ensure historical information via biographies, this is missing and care plans requires further development.

The home has been without an activities coordinator during this feedback but one has been appointed to commence in April 2023 and this will improve the social and psychological support of residents.

Based on the review of the above the home is deemed to be compliant for this area.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has systems and processes in place to ensure people feel safe and protected from abuse and neglect includes:  Feedback received following reviews from families were that they felt their relatives were safe and protected in the home.  Staff training – please refer to training and work force planning section of Annual return and Your staff section.  Complaints, Compliments and Whistleblowing procedure – discussed in every meeting with staff, residents, relatives to ensure they are aware of their rights and process to raise any concerns and what action to expect following this.  Learning when things go wrong – We ensure full investigations and lessons learnt are completed and shared to ensure open and honest communication where required, we ensure we say sorry when things go wrong.  Safeguarding Alerts &amp; CIW notifications – are shared with the regional manager and the quality team so that we can monitor and review any themes that are being identified and to ensure appropriate actions are being taken.  Policies and Procedures – all staff have access via SharePoint to ensure they can access the most up to date version. These are reviewed regularly in line with legislation changes and best practice guidance to ensure these are up to date and appropriate, knowledge and understanding is assessed through supervisions and training.  Deprivation of Liberties – the home is compliant with DOLS legislation and will submit applications when required.  LPA/Deputyship/POA –Residents and families who have been granted LPA/Deputyship/POA to act in the persons best interest when they are deemed to lack capacity to consent, we work closely to ensure their wishes are being adhered and the care and support is in line with their preferences and choices.  Staffing levels – Resident dependency levels are assessed on admission and monthly thereafter which feeds into the homes dependency levels to ensure appropriate staffing levels are identified. This is reviewed weekly with the RI.  Recruitment – we have used agency staff to help support homes during recruitment drives as this has been challenging within Wales, but we try to ensure consistency for our residents. We have recently completed overseas staff recruitment to support the home and this is working well to reduce agency usage and ensure consistency of support.  We feel the home is compliant with this outcome.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home has systems and processes in place to ensure residents live in accommodation that best supports their wellbeing and achievement of their personal outcomes and this includes:  The home has had extensive work and repairs completed this financial year with the roof being repaired following the storms last year, the internal ceiling has been repaired around the main staircase, Fire compartment work have been completed in the loft space to enhance the fire protection system, there have been floor replacements to some communal areas and bedrooms and the heating boiler has been replaced to ensure heating and hot water is available when needed for residents comfort.  During any Provider Visit or Quality of Care Review any required actions relating to the home are submitted to Estates and these have been completed.  Residents are encouraged to bring in personal items e.g. pictures and photos to make their rooms feel homely. This was observed through the quality-of-care review and the provider visits that at residents' bedrooms and areas in the home where they choose to spend their time have been personalised with their own furniture, pictures and ornaments to make the area more homely.  Dementia Friendly signs are in use within the home to support orientation for residents and this has had a positive outcome for residents.  Colour contrasting of facilities within the bathrooms and communal toilets to aid visual support to people living with dementia in the home.  Active Welsh- Feedback was received from the Local Authority during their inspection of the home in December 2022 in relation to Welsh Language this included: "The Welsh language is promoted well within the service. Individuals and staff were observed engaging in Welsh conversation throughout the monitoring visit. Individual's language preferences are stated within their personal planning and where individual's daily preferences alter in this respect, this is documented. Welsh signage was also seen to be in place in the service. Lounge areas in the home have been renamed to Geirionydd, Crafnant and Yr Wyddfa to add a more personal touch and to embrace aspects of Local Welsh culture."  We feel that the home is compliant in this area.</p>

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) 26

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>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	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>The Home Manager has completed the additional training listed below:</p> <ul style="list-style-type: none"> <li>Akari Values</li> <li>Autism Awareness</li> <li>Prevention of falls</li> <li>Communication, documentation and reports</li> <li>Covid 19</li> <li>Diabetes Advanced and Awareness Training</li> <li>IDDSI level training</li> <li>End of life training</li> <li>Epilepsy</li> <li>Fire Safety</li> <li>First Aid Awareness training</li> <li>Food Safety</li> <li>GDPR/ Data Protection</li> </ul>

**GDPR Data Protection**

Nourish Training  
MCA/DoLS training  
Medication Administration  
Medication Awareness  
Boots foundation and advanced training  
Nutrition training  
Oral Health Training  
PPE in care training  
Person Centred Care Planning  
Supervision and Appraisal training  
Internal Courses that are available for the home manager to attend include:  
Nourish e-care planning, Autism & Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition & Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff.  
The following courses are available for staff working within this job role include:  
Antibullying and Harassment, Approach and Attitude, Audit Management, Care Planning and Risk Assessments (key Working), Communication, Documentation and Reporting, Customer Care, Management Motivation and Communication Training, Observations Training, Person Centred Care, Staff Resilience and Self Awareness, Supervisions and Appraisals training.  
Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safe holds for the Elderly etc.  
Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health. Fire Marshall (Level 1 and 2), Customer Care  
Dementia Training – All level of staff attend these courses:  
Half day induction - introduction to person centred dementia care  
Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  
Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  
Namaste training for colleagues and champions (longer session).  
Specialist behaviour support training – commissioned externally.  
Pool Activity Level training  
Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.  
External through Conwy Practice and Development - Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, Phlebotomy training, SCiP training for swallowing, Syringe Driver Training, Deteriorating Resident etc.

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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
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	9
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	6
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7

Manual Handling	9
Safeguarding	7
Medicine management	8
Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional Courses completed by Senior Care Assistants are as follows:</p> <p>Akari Values- all staff completed  Autism awareness- all staff completed  Basic life support - 2 staff completed  Prevention of Falls - 2 staff have completed  COSHH- one person has completed.  Care Planning - 1 person has completed  Communication, Documentation and reports- 4 staff have completed  Contenance and Catheter Care- one person has completed  Covid 19- all staff have completed  Diabetes awareness and advanced- 4 staff have completed  IDDSI - 4 staff have completed  End of Life- 2 staff have completed  Epilepsy- one person has completed  Fire Marshall training one person has completed  Fire safety - 5 staff have completed  First aid awareness training - all staff have completed  food safety- 4 staff have completed  GDPR/Data Protection- 5 staff have completed  Person Centred Care- 4 staff have completed  MCA/DoLS_ 4 staff have completed  Management and supervision training - one staff has completed  Medication Admin - 6 staff have completed  Medication Awareness 5 staff have completed  Mental Health - 2 staff have completed  Nourish training 3 staff have completed.  Nutrition training 5 staff have completed  oral health training 4 staff have completed  PPE in care 4 staff have completed  Supervision and appraisal training - all staff have completed.</p> <p>Staff are in the middle of completing a community dental Team training within the home - this is being delivered to seniors and Health Care Assistants.</p> <p>Internal Courses that are available for staff working within the job role can undertake as part of personal development include:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSI, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.</p> <p>Specialist Training to develop the role of Senior Care staff to the next level Care Home Advanced Practitioner level (CHAPS) there is a 10- Day CHAPS course for Senior Carers, Active Care, Activity &amp; Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug &amp; Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition &amp; Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.</p> <p>Active Care, Activity &amp; Inclusion, Alcoholism and Dr</p>

Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Breakaways, Safe holds for the Elderly etc.

Dementia Training – All level of staff attend these courses:  
 Half day induction - introduction to person centred dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (longer session).  
 Specialist behaviour support training – commissioned externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.  
 Staff within this job role can attend the following courses that are provided through North Wales Training:  
 Apprenticeship Level 3 in Health and Social Care (adults), Level 4 Professional Practices in Health and Social Care and can work towards Level 5 Leadership and Management of Health and Social Care (adults)  
 BCU Quality Development Team- Six Steps end of life, Influenza, IPC, Level 4 Certificate in Higher Education Healthcare Practice in partnership with Betsi Cadwaladr University Health Board, Preventing Hypoglycaemia, End of Life Webinar for Residential Home, Tissue Viability Webinar for Nursing Home/Residential Home, Medication Management Training Dates for Registered Nurses and Carers, Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, Phlebotomy training, SCI-P training for swallowing, Syringe Driver Training, Deteriorating Resident

**Contractual Arrangements**

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

**Typical shift patterns in operation for employed staff**



Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior Care Assistant is on shift : Day shift 8am- 8pm- 2 on shift on average- each staff prefers to work 12 hour shifts working 4 days on a week and 3 days the next to reach their contracted hours, if part time then this is reduced in the number of days worked or shorter shift patterns depending on the needs of the home. Night shift 8pm-8am- 1 on shift on average- as above The home has used the equivalent of one full time agency senior throughout the year.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	10
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	6
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	8
Manual Handling	10
Safeguarding	9
Medicine management	1
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional courses completed by care staff working in the home include: Apprenticeship in adult social care level 2 - 4 staff working towards Staff are currently mid way through a community dental team course for Health Care Assistants and Senior Care staff working in adult social care. Akari Values- all staff Autism Awareness - all staff Basic Life support - 3 staff prevention of falls- 3 staff COSHH- 9 staff Care Planning - 2 staff Communication, documentation and reports- 9 staff continence and catheter care- 2 staff Covid 19- all staff diabetes advanced - 1 staff diabetes awareness - 7 staff IDDSI - 7 staff

End of Life- 3 staff  
Epilepsy - 2 staff  
Fire Marshall training - 5 staff  
Fire safety training- all staff  
First Aid awareness training all staff  
GDPR/Data Protection - all staff  
Nourish - 8 staff  
MCA/DoLS- all staff  
Meds administration - 3 staff  
Medication Awareness - 3 staff  
Person Centred Care 7 staff  
Nutrition- 9 staff  
Oral Health- 7 staff  
PPE in Care- all staff  
Teepa Snow PAC training - 3 staff  
Tissue Viability - 2 staff

Internal Courses that are available for all staff to complete as part of personal development include:

Nourish e-care planning, Autism & Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition & Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

Care staff can complete the following courses which are provided by North Wales Training:

Foundation Apprenticeship Level 2 in Health and Social Care (adults) and then progress onto the Apprenticeship Level 3 in Health and Social Care (adults)

BCU Quality Development Team- Six Steps end of life, Influenza, IPC, Level 4 Certificate in Higher Education Healthcare Practice in partnership with Betsi Cadwaladr University Health Board, Preventing Hypoglycaemia, End of Life Webinar for Residential Home, Tissue Viability Webinar for Nursing Home/Residential Home, Medication Management Training Dates for Registered Nurses and Carers, Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medicati

### Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	7
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.	<p>Day Shift- 8 am - 8pm- 4 staff on shift on average depending on the homes occupancy, residents assessed needs and activities going on during the day. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>Night Shift- 8pm-8am - on average which is dependent on the homes occupancy and residents assessed needs there are 2 staff. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>We have used the equivalent of 3 full time agency staff in the home throughout this year.</p>
---	--

### 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	2

### Domestic staff

Does your service structure include roles of this type?	Yes
---	-----

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

### Filled and vacant posts

No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional training that the domestic staff have completed includes:</p> <p>Akari Values- all staff  Autism- All staff  Basic Life support- 1 staff  Prevention of falls- one staff  COSHH- all staff  Care planning - one staff  Continence and catheter care- one staff  Covid 19- all staff  diabetes awareness - one staff  end of life care- one staff  epilepsy- one staff  fire Marshall training - one staff  Fire safety- all staff  first aid awareness 2 staff  GDPR/ Data Protection - all staff  Nourish - 2 staff  MCA/DoLS- all staff  PPE in care- all staff  Person centred care planning - one staff  Teepa Snow PAC training -1 staff</p> <p>The Domestic staff are able to undertake any training that is available to all staff employed by Akari and if specific training need is identified this can be requested from the training department who will support to obtain this for staff some of the courses available for staff to complete include:</p> <p>Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care. Dementia Training – All level of staff attend these courses:</p> <p>Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	3
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	4
No. of posts vacant	1
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Catering staff have completed the below additional training:  Akari Values- all staff  Autism- all staff  Basic Life Support- one staff  COSHH- 2 staff  Diabetes awareness- all staff  IDDSI- all staff  Fire Marshall training - 2 staff  Fire Safety- all staff  First Aid Awareness - 2 staff  GDPR/ Data Protection - all staff  MCA/DoLS- all staff  Nutrition- all staff  PPE in care- all staff  All Catering staff are able to attend any of the courses that are available to care staff both internal and external. If a specific job related training course is required for the role then training department will source and supply this staff.  Other training available to staff working within this job role includes:  Food Safety (CIEH) – accredited (Level 2, 3 and 4),  Health and Safety (including COSSH) (Level 2, 3 and 4),  Dementia Training – All level of staff attend these courses:  Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
--	---

Contractual Arrangements	
--------------------------	--

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	2
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

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.	Administrators- who support with clerical matters, answering the telephone and the door, taking minutes in meetings. Activities Coordinator- arranging, planning social activities for residents within the home Maintenance Operative- providing repairs and maintenance, liaising with contractors, carrying out H&S checks in the home.
--	--

Filled and vacant posts
-------------------------

No. of staff in post	4
----------------------	---

No. of posts vacant	1
---------------------	---

<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>
---

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	1
Dementia	4
Positive Behaviour Management	0
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional Training completed by staff in these roles are as follows:  Akari Values- all staff  Autism- all staff  Basic life support- 2 staff  prevention of falls - one staff  COSHH- all staff  Covid 19- 2 staff  Display Screen equipment - one staff  Duty of Care - one staff  Fire Marshall - one staff  fire safety - all staff,  First Aid Awareness 3 staff  GDPR/ Data Protection - all staff  MCA/DoLS- all staff  Mental Health- one staff  PPE in care- 2 staff  Stress at work - one staff.</p> <p>All job roles within Akari Care are able to access the following internal training courses which are on offer and can also access the external training courses being run by BCU. If any specific training is identified for the specific job role then training department can source this training to support.</p> <p>Other training courses which are available to staff working within these job roles are:  Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care. Dementia Training – All level of staff attend these courses:  Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern. Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
--	--

**Contractual Arrangements**

No. of permanent staff	4
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)	3
No. of part-time staff (16 hours or under per week)	1

**Staff Qualifications**

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0



Service Details

Name of Service	Cartrefle Residential Home
Telephone Number	01492640064
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Welsh & English

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	28
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	665
The maximum weekly fee payable during the last financial year?	942

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	We involve our residents and family in engaging in the service operation in the following ways: Resident & Relative Meetings Resident and Relative Survey Resident of the day- Monthly reviews Home Managers Audits- Resident & Relative feedback Regional Managers Audit- Residents & Relative feedback Provider Visit – Resident & Relative feedback Quality of Care Review- QC team – Resident & Relative feedback

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Courtyard with seating and raised flower beds.
Provide details of any other facilities to which the residents have access	The home has 5 communal toilets and 4 communal shower rooms.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body Language, Simple hand gestures and objects of reference, photo cards

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.

The home has systems and processes in place to ensure compliance in this area which include:

The home has not been inspected by CIW during this financial year, but was deemed complaint during the last inspection in April 2021. The home has been inspected by the Local Authority and the only action required was to communicate with LA if staffing remains an issue and to share Quality of care review and RI visit reports.

The Quality of Care Review completed in March 2023 stated the home does still have some areas for improvement and development such as the role out of the new surveys which have been developed with resident involvement to enable residents, visitors, staff and external professionals to access these via a QR code. If anyone is unable to use this facility, then the home can access the QR code and request for a written copy to be sent to the person to complete and return to Head office. All of the feedback received during the Quality of care review as residents were unable to provide verbal feedback due to cognition and health this was obtained via observations and feedback was positive. Family feedback received some comments received included "I am very happy with the level of care and support provided and have no concerns".

The Provider Visits identified that the following areas for improvement were required on menus and food choices so following this we arranged to work alongside our E-food contractor to develop new menus, which will identify the nutritional information for each meal, whilst also supporting our Cooks eliminate waste and manage cost control. The first meeting was held with the cooks from each of the 4 homes in Wales on 26th January and resident representatives, where their wishes, and choices were captured. The menus will be provided with recipes for each meal, so everything will be homemade and fresh. Allergens will be immediately available and a good choice of vegetarian meals available. The feedback from this meeting was positive and the residents contributed well to the discussion.

Residents meetings will identify areas of improvement in the running of the home.

Following the regular reviews listed above we feel the home is compliant in this area.

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.

The home has systems and processes in place to ensure people are happy and supported to maintain ongoing health, development and overall wellbeing includes:

CIW inspection– April 2021- the home was deemed as compliant with no recommendations or Breaches identified and has not been reinspected yet.

Partnership Working- we work closely with SALT, dieticians, Physios, District Nurses, Mental Health Teams – ensuring appropriate referrals are being made and followed up on to support residents assessed needs, care plans and risks. Which also includes staff training and development to meet residents assessed needs- we have received positive feedback during all reviews from external professionals.

Provider Visits – reviews different topics each quarterly visit including – SOVA, Complaints/Compliments, Medication Audits, Accidents/Incident analysis, Investigations and lessons learnt- which includes case tracking of residents through care plans and record keeping, staffing levels and training, supervisions and registration with SCW.

External Training and Resources- The homes liaise with the local authority training teams to access greater training and resources for staff within the local area.

Governance systems – we have a range of internal audits that are completed at home level and reviewed by the Regional Manager, Quality Team and Provider during visits. All identified actions are added to the Home Development Plan which is shared with the wider senior management team and is reviewed monthly to ensure compliance.

Homes BI reports – to review care plans, assessments, risk assessments, incidents and accidents, IDDSI levels, personal care, etc to give a high-level overview to Home Managers and the wider management team to identify areas for improvements and trends for the home, as the care plans are live documents which grow and develop with the residents, this is an area for further development to ensure historical information via biographies, this is missing and care plans requires further development.

The home has been without an activities coordinator during this feedback but one has been appointed to commence in April 2023 and this will improve the social and psychological support of residents.

Based on the review of the above the home is deemed to be compliant for this area.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home has systems and processes in place to ensure people feel safe and protected from abuse and neglect includes:  Feedback received through reviews of the home from families feel that their relatives are safe and protected from abuse and neglect.  Staff training – please refer to training and work force planning section of Annual return and Your staff section.  Complaints, Compliments and Whistleblowing procedure – discussed in every meeting with staff, residents, relatives to ensure they are aware of their rights and process to raise any concerns and what action to expect following this.  Learning when things go wrong – We ensure full investigations and lessons learnt are completed and shared to ensure open and honest communication where required, we ensure we say sorry when things go wrong.  Safeguarding Alerts &amp; CIW notifications – are shared with the regional manager and the quality team so that we can monitor and review any themes that are being identified and to ensure appropriate actions are being taken.  Policies and Procedures – all staff have access via SharePoint to ensure they can access the most up to date version. These are reviewed regularly in line with legislation changes and best practice guidance to ensure these are up to date and appropriate, knowledge and understanding is assessed through supervisions and training.  Deprivation of Liberties – the home is compliant with DOLS legislation and will submit applications when required.  LPA/Deputyship/POA –Residents and families who have been granted LPA/Deputyship/POA to act in the persons best interest when they are deemed to lack capacity to consent, we work closely to ensure their wishes are being adhered to and the care and support is in line with their preferences and choices.  Staffing levels – Resident dependency levels are assessed on admission and monthly thereafter which feeds into the homes dependency levels to ensure appropriate staffing levels are identified. This is reviewed weekly with the RI.  Recruitment – we have used agency staff to help support homes during recruitment drives as this has been challenging within Wales, but we try to ensure consistency for our residents. We have recently completed overseas staff recruitment to support the home and this is working well to reduce agency usage and ensure consistency of support.  We feel the home is compliant with this outcome.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home has systems and processes in place to ensure residents live in accommodation that best supports their wellbeing and achievement of their personal outcomes and this includes:  The home has undergone work including, roof repairs following storms last year, redecoration of communal areas and some bedrooms. Fire Authority inspection found some areas for improvements required which have all been completed. Additional storage facilities have been created to assist in the safe storage of equipment. During any Provider Visit or Quality of Care Review any required actions relating to the home are submitted to Estates and these have been completed.  Residents are encouraged to bring in personal items e.g. pictures and photos to make their rooms feel homely. This was observed through the quality-of-care review and the provider visits that at residents' bedrooms and areas in the home where they choose to spend their time have been personalised with their own furniture, pictures and ornaments to make the area more homely.  Dementia Friendly signs are in use within the home to support orientation for residents and this has had a positive outcome for residents.  Colour contrasting of facilities within the bathrooms and communal toilets to aid visual support to people living with dementia in the home.  Active Welsh- The home employs 10 Welsh speaking staff and actively delivering the service through the medium of Welsh whilst working to the Active offer. The home delivers Welsh communication through TV programmes, radio and newspapers. The service also celebrates traditional holidays relevant to the Welsh culture.  We feel that the home is compliant in this area with ongoing improvements and developments being undertaken.</p>

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) 26

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>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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>Additional Courses completed by the home manager include:</p> <ul style="list-style-type: none"> <li>NVQ level 5</li> <li>Akari Values</li> <li>Autism</li> <li>Basic Life support</li> <li>Prevention of falls</li> <li>COSHH</li> <li>Care Needs Assessment</li> <li>Communication, documentation and reports</li> <li>Complaint training</li> <li>Contenance and Catheter care</li> <li>Covid 19</li> <li>Diabetes awareness and advanced training</li> <li>Display Screen equipment</li> <li>IDDSi</li> <li>End of life</li> <li>Epilepsy</li> <li>Fire safety</li> </ul>

First Aid Awareness  
GDPR/Data Protection  
MCA/ DoLS  
Medication Awareness  
Medication Administration  
Nourish  
Nutrition  
Oral Health  
PPE in care  
Person Centred Care  
Prevent T  
Tissue Viability

Internal Courses that are available to be completed by staff working in this job role include:

Nourish e-care planning, Autism & Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition & Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff.

Additional Courses that are available for staff to attend in this job role include:

Antibullying and Harassment, Approach and Attitude, Audit Management, Care Planning and Risk Assessments (key Working), Communication, Documentation and Reporting, Customer Care, Management Motivation and Communication Training, Observations Training, Person Centred Care, Staff Resilience and Self Awareness, Supervisions and Appraisals training.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.

Neurological Training courses available include- Dementia Care, Huntington's, Korsakoff's, Parkinson's, and Stroke Training.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health. Fire Marshall (Level 1 and 2), Customer Care

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

BCU Quality Development Team- Six Steps end of life, Influenza, IPC, Level 4 Certificate in Higher Education Healthcare Practice in partnership with Betsi Cadwaladr University Health Board, Preventing Hypoglycaemia, End of Life Webinar for Residential Home, Tissue Viability Webinar for Nursing Home/Residential Home, Medication Management Training Dates for Registered Nurses and Carers, Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medicati

<b>Contractual Arrangements</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	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
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	10
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	7
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	0
Food Hygiene	10

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional Courses completed by staff working in this role includes:</p> <ul style="list-style-type: none"> <li>Akari Values- all staff</li> <li>Autism- all staff</li> <li>Basic Life Support- 3 staff</li> <li>COSHH- 7 staff</li> <li>Challenging behaviour training - 7 staff</li> <li>Communication, documentation and report training - 7 staff</li> <li>Continence care and catheter care- 2 staff</li> <li>Covid 19- 7 staff</li> <li>Diabetes advanced- 3 staff</li> <li>Diabetes Awareness 8 staff</li> <li>IDDSi - all staff</li> <li>End of Life - 3 staff</li> <li>Epilepsy - 1 staff</li> <li>Fire Marshalls - 3 staff</li> <li>Fire Safety- all staff</li> <li>First Aid awareness - 9 staff</li> <li>GDPR/ Data Protection - all staff</li> <li>Person centred care - 6 staff</li> <li>Nourish- all staff</li> <li>MCA/DoLS- all staff</li> <li>Medication administration - all staff</li> <li>Medication Awareness training - all staff</li> <li>Local Authority Medication Administration training - 6 staff attended.</li> <li>Mental health - 1 staff</li> <li>Nutrition- all staff</li> <li>Oral Health - 9 staff</li> <li>PPE in Care- 8 staff</li> <li>Tissue Viability - 2 staff</li> <li>Team leader training - 4 day course - 6 staff attended (including- role of a team leader, care planning, falls management, Nutrition and hydration, Pressure Ulcer care, Oral Health, Medication, Basic observations, Catheter care, Diabetes awareness).</li> <li>NVQ (or equivalent) Level 2 - 2 staff have this.</li> <li>NVQ level 3 - 1 staff completed</li> <li>NVQ level 4- 1 staff has completed.</li> </ul> <p>Internal Courses that are available to staff in this role as personal development includes:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.</p> <p>Specialist Training to develop the role of Senior Care staff to the next level Care Home Advanced Prac</p>
--	--



tioner level (CHAPS) there is a 10- Day CHAPS course for Senior Carers, Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3- day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Breakaways, Safeholds for the Elderly etc.

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

Staff within this job role can attend the following courses that are provided through North Wales Training:

Apprenticeship Level 3 in Health and Social Care (adults), Level 4 Professional Practices in Health and Social Care and can work towards Level 5 Leadership and Management of Health and Social Care (adults)

BCU Quality Development Team- Six Steps end of life, Influenza, IPC, Level 4 Certificate in Higher Education Healthcare Practice in partnership with Betsi Cadwaladr University Health Board, Preventing Hypoglycaemia, End of Life Webinar for Residential Home, Tissue Viability Webinar for Nursing Home/Residential Home, Medication Management Training Dates for Registered Nurses and Carers, Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, SCiP training for swallowing, Deteriorating Resident

Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	2
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.	<p>The home has the following senior care assistants/ Team leaders on shift on average per day/shift- this may vary depending on occupancy, residents assessed needs and what activities are taking place each day (average figure below)</p> <p>Day Shift - 8am-8pm- on average there are 2 seniors/team leader per shift. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>Night shift- 8pm-8am - on average there are 2 seniors/team leader per shift. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>we have used the equivalent of 1 full time agency carers throughout this year.</p>
---	---

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	7

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	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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	7
Safeguarding	7
Medicine management	0

Dementia	7
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional courses that have been completed by care staff include:  NVQ level 2- 2 staff have completed.  NVQ level 3 - 1 staff has completed.  Akari Values- all staff  Autism- all staff  Basic Life Support- 1 staff  COSHH- 6 staff  Care Planning- 1 staff  Communication, documentation and reports- 6 staff  Continence and Catheter Care - 2 staff  Covid 19- all staff  Diabetes awareness training - 6 staff  IDDSI- 6 staff  End of life - 1 staff  fire Marshall- 1 staff  Fire safety - all staff  First Aid Awareness 6 staff  GDPR/Data Protection - all staff  Person centred care- 6 staff  MCA/DoLS- all staff  Nourish- 6 staff  Nutrition- all staff  Oral Health- 6 staff  PPE in care- all staff  Teepa Snow PAC training - 2 staff  Tissue viability 2 staff</p> <p>Internal Courses that are available for personal development by staff working in this job role includes:  Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.</p> <p>Active Care, Activity &amp; Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug &amp; Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition &amp; Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Metal health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.</p> <p>Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.</p> <p>Dementia Training – All level of staff attend these courses:  Half day induction - introduction to person centred dementia care  Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  Namaste training for colleagues and champions (longer session).  Specialist behaviour support training – commissioned externally.  Pool Activity Level training  Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>

Care staff can complete the following courses which are provided by North Wales Training:  
 Foundation Apprenticeship Level 2 in Health and Social Care (adults) and then progress onto the Apprenticeship Level 3 in Health and Social Care (adults)  
 BCU Quality Development Team- Six Steps end of life, Influenza, IPC, Level 4 Certificate in Higher Education Healthcare Practice in partnership with Betsi Cadwaladr University Health Board, Preventing Hypoglycaemia, End of Life Webinar for Residential Home, Tissue Viability Webinar for Nursing Home/Residential Home, Medication Management Training Dates for Registered Nurses and Carers, Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, SCIP training for swallowing, Deteriorating Resident

**Contractual Arrangements**

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
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.	<p>The Care staff numbers on shift may vary due to increased/decrease in occupancy, changes to residents assessed needs and the activities being undertaken on any day so below is an average of numbers on shift:</p> <p>Day Shift: 8am-8pm -on average there are 3 staff on this shift. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>Night Shift- 8pm-8am- on average there are 2 staff on shift. Staff prefer to work 12 hour shifts working 4 days one week and 3 days the next for full time hours. For part time hours this can either reduce in the number of days worked or may include shorter days depending on the needs of the home and residents.</p> <p>we have used the equivalent of 3 agency care staff throughout this year to provide support.</p>
---	--

**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	1

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional training completed for staff working in this role includes:</p> <ul style="list-style-type: none"> <li>Akari Values- all staff</li> <li>autism - all staff</li> <li>Basic Life support- 3 staff</li> <li>COSHH - all staff</li> <li>Covid 19 - all staff</li> <li>Fire Safety - all staff</li> <li>First Aid awareness - all staff</li> <li>GDPR/Data Protection - all staff</li> <li>MCA/ DoLS- all staff</li> <li>Nourish- 1 staff</li> <li>PPE in care- all staff</li> </ul> <p>The staff working within this job role are able to complete the same courses that are on offer internally and externally for other job roles. If a specific training need is identified then the training department can source this for the home.</p> <p>Other courses that are available for staff working within this role include:</p> <ul style="list-style-type: none"> <li>Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care.</li> <li>Dementia Training – All level of staff attend these courses:</li> <li>Half day induction - introduction to person centred dementia care</li> <li>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.</li> <li>Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</li> <li>Namaste training for colleagues and champions (longer session).</li> <li>Specialist behaviour support training – commissioned externally.</li> <li>Pool Activity Level training</li> </ul> <p>Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
---	---

Contractual Arrangements

No. of permanent staff	4
------------------------	---

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)	3
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
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	0
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	0
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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>The staff within this role will complete the mandatory training within the first 6 months of employment and then some of the personal development or job role specific training.</p> <p>can attend any internal or external training session that they feel would support them. If a specific training course is identified then training department can resource this.</p> <p>Other training available to staff working in this job role include:</p> <p>Food Safety (CIEH) – accredited (Level 2, 3 and 4), Health and Safety (including COSSH) (Level 2, 3 and 4), Health and Safety (including COSSH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care. Dementia Training – All level of staff attend these courses:</p> <p>Half day induction - introduction to person centred dementia care</p> <p>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern. Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</p> <p>Namaste training for colleagues and champions (longer session).</p> <p>Specialist behaviour support training – commissioned externally.</p> <p>Pool Activity Level training</p> <p>Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
--	--

Contractual Arrangements	
--------------------------	--

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

Staff Qualifications	
----------------------	--

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Other types of staff	
----------------------	--

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Home administrator- providing clerical support, finance support, answering telephones and answering the door, taking meeting minutes, placing orders etc.</p> <p>Activities Coordinator- sourcing, providing social activities for residents within the home and community</p> <p>Maintenance Operative- To co-ordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment.</p>

Filled and vacant posts	
-------------------------	--

No. of staff in post	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional Training completed by staff working in these roles include:</p> <p>Home Admin has completed NVQ level 2 and 3 in business administration and customer care.</p> <p>Akari Values- 2 staff</p> <p>Autism Awareness- 2 staff</p> <p>Basic Life Support - 1 staff</p> <p>COSHH- 2 staff</p> <p>Care plan training - 1 staff</p> <p>Fire Marshall - 1 staff</p> <p>Fire Safety - 2 staff</p> <p>First Aid awareness - 2 staff</p> <p>GDPR/Data Protection - 2 staff</p> <p>MCA/DoLS - 2 staff</p> <p>PPE in care- 1 staff</p> <p>Staff within this role can attend any courses internally or externally that they wish to. if a specific training need is identified then this can be submitted to the training department who will source and supply this.</p> <p>Other training that is available for staff working within these roles include:</p> <p>Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care.</p> <p>Dementia Training – All level of staff attend these courses:</p> <p>Half day induction - introduction to person centred dementia care</p> <p>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.</p> <p>Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</p> <p>Namaste training for colleagues and champions (longer session).</p> <p>Specialist behaviour support training – commissioned externally.</p> <p>Pool Activity Level training</p> <p>Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
---	---

**Contractual Arrangements**

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



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

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Preswylfa Nursing Home
Telephone Number	01745356258
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	English and Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	49
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	586.32
The maximum weekly fee payable during the last financial year?	1211.32

### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	<p>Within the home we use the following ways to engage with our residents and families in the operation of the service:</p> <ul style="list-style-type: none"> <li>Resident &amp; Relative Meetings</li> <li>Resident &amp; Relative Survey</li> <li>Resident of the day- Monthly reviews</li> <li>Home Managers Audits- Resident &amp; Relative feedback</li> <li>Regional Managers Audit- Resident &amp; Relative feedback</li> <li>Provider Visit – Resident &amp; Relative feedback</li> <li>Quality of Care Review- QC team – Resident &amp; Relative feedback</li> </ul>
--	--

#### Service Environment

How many bedrooms at the service are single rooms?	67
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	67
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Enclosed garden area to the rear of the property, a conservatory and Parking area to the front of the property.
Provide details of any other facilities to which the residents have access	Conservatory, Hair dressing, small kitchenettes to enable drink making my residents or visitors.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Body Language, Simple hand gestures and objects of reference, photo cards

#### 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.

At the start of the year the home was deemed to be non compliant and Intensive support was provided and we now feel that the home is compliant. The Quality of Care Review completed in March 2023 identified some areas for improvement and development such as the role out of the new surveys which have been developed with resident involvement to enable residents, visitors, staff and external professionals to access these via a QR code. If anyone is unable to use this facility, then the home can access the QR code and request for a written copy to be sent to the person to complete and return to Head office. All of the feedback received during the Quality of care review was positive from residents, Families and professionals, staff - where areas for development were identified we ensured these were acted on.

The Provider Visits identified following the feedback received from residents that some areas for improvement were required on menus and food choices so following this we arranged to work alongside our E-food contractor to develop new menus, which will identify the nutritional information for each meal, whilst also supporting our Cooks eliminate waste and manage cost control. The first meeting was held with the cooks from each of the 4 homes in Wales on 26th January and resident representatives, where their wishes, and choices were captured. The menus will be provided with recipes for each meal, so everything will be home made and fresh. Allergens will be immediately available and a good choice of vegetarian meals available. The feedback from this meeting was positive and the residents contributed well to the discussion. Following the regular reviews listed above we feel the home is compliant in this area.

Residents meetings have identified areas of improvement in the running of the home or how residents feel the home is performing and appropriate action has been taken to ensure residents' voices are heard.

Feedback received from residents indicated that they feel improvements have been made and that they feel their voices have been heard and appropriate action taken, this has led to more positive feedback which we are closely monitoring through Provider Visits, Regional Manager Visits, Quality of care reviews, Resident meetings, Survey results.

The quality of care review identified the home would be rated as requires improvement in this area, however action has been taken and we are now feel the home is compliant in this area.

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.

The home now has systems and processes in place to ensure people are happy and supported to maintain ongoing health, development and overall wellbeing which includes:

CIW inspection– November 2022- the home was deemed as compliant with no recommendations or Breaches identified.

Partnership Working- we now work closely with SALT, OT's Physios, District Nurses, TVN Nurses, Mental Health Teams – ensuring appropriate referrals are being made and followed up on to support residents assessed needs, care plans and risks. Which also includes staff training and development to meet residents assessed needs- we have received positive feedback during all reviews from external professionals.

Provider Visits – reviews different topics each quarterly visit including – SOVA, Complaints/Compliments, Medication Audits, Accidents/Incident analysis, Investigations and lessons learnt- which includes case tracking of residents through care plans and record keeping, staffing levels and training, supervisions and registration with SCW.

External Training and Resources- The homes liaise with the local authority training teams to access greater training and resources for staff within the local area.

Governance systems – we have a range of internal audits that are completed at home level and reviewed by the Regional Manager, Quality Team and Provider during visits. All identified actions are added to the Home Development Plan which is shared with the wider senior management team and is reviewed monthly to ensure compliance.

Homes BI reports – to review care plans, assessments, risk assessments, incidents and accidents, IDDSI levels, personal care, etc to give a high-level overview to Home Managers and the wider management team to identify areas for improvements and trends for the home, as the care plans are live documents which grow and develop with the residents, this is an area for further development to ensure historical information via biographies, this is time and care plans requires further development.

External audits – undertaken by the local authority have confirmed the home is now compliant with all requirements, however we continue to monitor this and required actions on the Home Development Plan to ensure this is sustained.

Based on the review of the above the home is deemed to be compliant for this area, but we have identified some areas for improvement which have been included in the Home Development Plan and are being closely monitored.

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

The home now has systems and processes in place to ensure people feel safe and protected from abuse and neglect include s:

Feedback received during reviews from all confirm that they feel safe and protected from abuse and neglect.

Staff training – please refer to training and work force planning section of Annual return and Your staff section.

Complaints, Compliments and Whistleblowing procedure – discussed in every meeting with staff, residents, relatives to ensure they are aware of their rights and process to raise any concerns and what action to expect following this.

Learning when things go wrong – We ensure full investigations and lessons learnt are completed and shared to ensure open and honest communication where required, we ensure we say sorry when things go wrong.

Safeguarding Alerts & CIW notifications – are shared with the regional manager and the quality team so that we can monitor and review any themes that are being identified and to ensure appropriate actions are being taken.

Policies and Procedures – all staff have access via SharePoint to ensure they can access the most up to date version. These are reviewed regularly in line with legislation changes and best practice guidance to ensure these are up to date and appropriate, knowledge and understanding is assessed through supervisions and training.

Deprivation of Liberties – the home is compliant with DOLS legislation and will submit applications when required.

LPA/Deputyship/POA –Residents and families who have been granted LPA/Deputyship/POA to act in the persons best interest when they are deemed to lack capacity to consent, we work closely to ensure their wishes are being adhered and the care and support is in line with their preferences and choices.

Staffing levels – Resident dependency levels are assessed on admission and monthly thereafter which feeds into the homes dependency levels to ensure appropriate staffing levels are identified. This is reviewed weekly with the RI.

Recruitment – we have used agency staff to help support homes during recruitment drives as this has been challenging within Wales, but we try to ensure consistency for our residents. We have recently completed overseas staff recruitment to support the home and this is working well to reduce agency usage and ensure consistency of support.

We feel the home is compliant with this outcome. Through lessons learned and trend analysis the home is able to take appropriate action to reduce risks.

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

The home has systems and processes in place to ensure residents live in accommodation that best supports their wellbeing and achievement of their personal outcomes and this includes:

The home has completed a full review of beds, pressure relieving care, nurse call equipment and resources for residents to ensure this is correct and in place. Flooring has been replaced and redecoration of communal areas which residents were involved in choosing and have been completed and to remove contrasting floorings which can be difficult for residents to navigate. The bedrooms have had replacement flooring and have been redecorated – which residents were involved in choosing the colour schemes.

Residents felt that the work to the outdoor area had improved and were happy about this, there has been new fencing installed around the home to ensure the safety and privacy of our residents when accessing this area. The residents felt that the activities within the home were improving but would like more activities at the weekend and a review of some additional activities which is being developed by the new activities coordinator.

Residents are encouraged to bring in personal items e.g. pictures and photos to make their rooms feel homely. This was observed through the quality-of-care review and the provider visits that at residents' bedrooms and areas in the home where they choose to spend their time have been personalised with their own furniture, pictures and ornaments to make the area more homely.

Residents are provided with the correct level of support to be able to access the community as they chose.

Dementia Friendly signs are in use within the home to support orientation for residents and this has had a positive outcome for residents.

Colour contrasting of facilities within the bathrooms and communal toilets to aid visual support to people living with dementia in the home.

We introduced personalised playlists and a HUG doll within the home for residents and these have had a great impact on the residents involved with this. We have introduced MP3 player and playlist for residents using music that their families had noted that they liked and responded well to, and this has had a great impact. The Maintenance Operative completes Health and Safety audits/checks and ensures any required works and repairs are completed in a timely manner and will liaise with external contractors to reduce impact.

We feel that the home is compliant in this area.

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)	55
--	----

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	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
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>Please refer to Canterbury House- Service Manager as the service manager for this home has been seconded for 12 months to support this home. Internal Courses that are also available for staff working in this job role includes:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff.</p> <p>Staff within this job role are also able to complete the following training which is available for this job role:</p> <p>Antibullying and Harassment, Approach and Attitude, Audit Management, Care Planning and Risk Assessments (key Working), Communication, Documentation and Reporting, Customer Care, Management Motivation and Communication Training, Observations Training, Person Centred Care, Staff Resilience and Self Awareness, Supervisions and Appraisals training.</p> <p>Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.</p> <p>Neurological Training courses available include- Dementia Care, Huntington's, Korsakoff's, Parkinson's, and Stroke Training.</p> <p>Active Care, Activity &amp; Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug &amp; Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition &amp; Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health. Fire Marshall (Level 1 and 2), Customer Care</p> <p>Dementia Training – All level of staff attend these courses:</p> <p>Half day induction - introduction to person centred</p>

dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (longer session).  
 Specialist behaviour support training – commissioned externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.  
 The Home Managers and Deputies if not already holding a formal management qualification can also access the following training to support with carer development through North Wales Training: Level 5 Leadership and Management of Health and Social Care (adults)  
 If Home Manager or Deputy Manager are qualified nurses then the following training is available:  
 Acquired Brain Injury, Anaphylaxis, Basic Observations, Bowel Care, Cannulation and Venepuncture, Catheterisation (Male & Female), Continence & Catheter Care, Dysphagia & IDDSI Framework, Dysreflexia, Motor Neurone Disease, Nurse Practice Supervisor Programme, Pain Management, PEG Feeding/Management/Replacement, Phlebotomy, Pressure Ulcer Prevention, Spinal Injury, Suctioning, Syringe Driver, Tracheostomy, Ventilation (Inc. CPAP, BIPAP, Nippy), Verification of Death and Wound Care- this list is not exhaustive but is to show what training we are able to provide for our Registered Nurses.  
 External through BCU - Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, Phlebotomy training, SCiP training for swallowing, Syringe Driver Training, Deteriorating Resident etc.

<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes



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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional Courses completed by the Clinical Lead for the home is:  Akari Values  Autism  Communication, Documentation and reports  Covid 19  Diabetes Advanced and Awareness training  IDDSi  Fire Safety  First Aid Awareness  GDPR/ Data Protection  MCA/DoLS  Medication awareness  Medication Administration  Nourish- e-Care Planning  Nutrition  PPE in care  Oral Health  Person Centred Care Planning  Internal Courses that are also available to complete for staff working in this job role includes:  Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff.  Staff working within this roles can also complete the following courses:  Antibullying and Harassment, Approach and Attitude, Audit Management, Care Planning and Risk Assessments (key Working), Communication, Documentation and Reporting, Customer Care, Management Motivation and Communication Training, Observations Training, Person Centred Care, Staff Resilience and Self Awareness, Supervisions and Appraisals training.  Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break</p>
--	--

always, Safeholds for the Elderly etc.  
 Neurological Training courses available include- De mentia Care, Huntington's, Korsakoff's, Parkinson's , and Stroke Training.  
 Active Care, Activity & Inclusion, Alcoholism and Dr ug Addiction, Autism and ADHD Awareness, Diabet es Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, E pilepsy, Falls Management, Food Care, Learning D isabilities, Makaton, Medication, Nutrition & Hydratio n, Oral Hygiene, Visual Impairment, Mental Health tr aining which includes – Mental Health Act, Mental C apacity Act and DOLS, Metal health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health. Fire Marshall (Le vel 1 and 2), Customer Care  
 Dementia Training – All level of staff attend these c ourses:  
 Half day induction - introduction to person centred dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model fo r supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including G EMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (lo nger session).  
 Specialist behaviour support training – commission ed externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventi ons, support with care planning (via teams always an option). Bespoke sessions can be provided.  
 The Home Managers and Deputies if not already h olding a formal management qualification can also access the following training to support with carer d evelopment through North Wales Training: Level 5 Leadership and Management of Health and Social Care (adults)  
 If Home Manager or Deputy Manager are qualified nurses then the following training is available:  
 Acquired Brain Injury, Anaphylaxis, Basic Observati ons, Bowel Care, Cannulation and Venepuncture, Catheterisation (Male & Female), Continence & Cat heter Care, Dysphagia & IDDSI Framework, Dysrefl exia, Motor Neurone Disease, Nurse Practice Super visor Programme, Pain Management, PEG Feeding /Management/Replacement, Phlebotomy, Pressure Ulcer Prevention, Spinal Injury, Suctioning, Syringe Driver, Tracheostomy, Ventilation (inc. CPAP, BIPA P, Nippy), Verification of Death and Wound Care- t his list is not exhaustive but is to show what training we are able to provide for our Registered Nurses.  
 External through BCU - Advanced Care Planning, C are Planning and Documentation, Catheter and Sto ma care, Diabetes awareness, Epilepsy & Buccal M idazolam, Falls Awareness, Medications Manageme nt, Parkinson's Disease Awareness, Phlebotomy tra ining, SCiP training for swallowing, Syringe Driver T raining, Deteriorating Resident etc.

**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

<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	4
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	3
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional Training completed by staff is as follows: Akari Values Autism Basic life support prevention of falls COSHH Communication, Documentation and reports Covid 19 Diabetes advanced and awareness training End of Life training Epilepsy Training Fire Safety First aid awareness GDPR/ Data Protection Nourish- e-Care Planning MCA/DoLS Medication awareness and administration Mental Health Person Centred Care Nutrition Oral Health PPE in care Tissue Viability

Contractures training and support has been provided by OT and Physio as no formal training is available.

Bed rail training has been provided by an external provider.

Internal Courses that are available for staff working in this role includes:

Nourish e-care planning, Autism & Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition & Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.

Specialist Training to develop the role of Senior Care staff to the next level Care Home Advanced Practitioner level (CHAPS) there is a 10- Day CHAPS course for Senior Carers, Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3- day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Breakeaways, Safeholds for the Elderly etc.

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

Staff within this job role can attend the following courses that are provided through North Wales Training:

Apprenticeship Level 3 in Health and Social Care (adults), Level 4 Professional Practices in Health and Social Care and can work towards Level 5 Leadership and Management of Health and Social Care (adults)

External through BCU - Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, Phlebotomy training, SCIB training for swimming, Swings Driver T

training, self training for swallowing, Syringe Driver training, Deteriorating Resident etc.

### Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	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.	<p>CHAP's number on shift varies dependent on the needs of the service, occupancy rates, assessed needs of residents but average staffing levels are listed below:</p> <p>Day Shift- 8am-8pm- on average there are 2 staff-CHAPS on Shift- However if CHAPS on shift number of seniors will decrease</p> <p>Night Shift 8pm - 8am On average there are 2 staff-CHAPS on shift- as above if CHAPS on shift then number of seniors will decrease.</p> <p>Most of the staff in this role work 12 hour shifts over 3 days one week, 4 days the next to ensure contracted hours are achieved. for part time staff this can be a reduction in days worked or may also include 6 hour or 8 hour shifts dependant on the needs of the home or residents.</p>
---	--

### 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	3

### 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	7
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	1
Health & Safety	7
Equality, Diversity & Human Rights	7
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.	<p>Additional courses that have been completed by Nurses include:</p> <ul style="list-style-type: none"> <li>Akari Value- all staff</li> <li>Autism- all staff</li> <li>Basic Life support - 4 staff</li> <li>Prevention of falls - 3 staff</li> <li>COSHH - 4 staff</li> <li>Care plans - 2 staff</li> <li>Communication, documentation and reports- all staff</li> <li>Covid 19 - all staff</li> <li>IDDSi- all staff</li> <li>End of life- 3 staff</li> <li>epilepsy - 3 staff</li> <li>Fire Marshall - 2 staff</li> <li>Fire Safety- all staff</li> <li>First Aid Awareness- all staff</li> <li>GDPR/Data Protection - all staff</li> <li>MCA/DoLS- all staff</li> <li>Medication awareness- all staff</li> <li>medication administration - all staff</li> <li>Nourish 4 staff</li> <li>Nutrition - all staff</li> <li>Oral Health - all staff</li> <li>PPE in care- all staff</li> <li>Person centred care planning - all staff</li> <li>Tissue Viability - 2 staff</li> <li>Wound care - 1 staff</li> </ul> <p>Contractures training and support has been provided by OT and Physio as no formal training is currently available.</p> <p>Bed rail training has been provided by an external provider.</p> <p>Internal Courses that are available for staff working within this role includes:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff.</p> <p>Other courses available for registered nurses include:</p> <ul style="list-style-type: none"> <li>Acquired Brain Injury, Anaphylaxis, Basic Observations, Bowel Care, Cannulation and Venepuncture, Catheterisation (Male &amp; Female), Continence &amp; Catheter Care, Dysphagia &amp; IDDSI Framework, Dysreflexia, Motor Neurone Disease, Nurse Practice Supervisor Programme, Pain Management, PEG Feeding/Management/Replacement, Phlebotomy, Pressure Ulcer Prevention, Spinal Injury, Suctioning, Syringe Driver, Tracheostomy, Ventilation (inc. CPAP, BIPAP, Nippy), Verification of Death and Wound Care- this list is not exhaustive but is to show what training we are able to provide for our Registered Nurses.</li> <li>Neurological Training courses available include- Dementia Care, Huntington's, Korsakoff's, Parkinson's, and Stroke Training.</li> <li>Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3- day PMVA GSA for mental health, Escalation/ De-escalation and Assault</li> </ul>

It cycle, Managing Challenging Behaviour and Brea kaways, Safeholds for the Elderly etc.  
 Active Care, Activity & Inclusion, Alcoholism and Dr ug Addiction, Autism and ADHD Awareness, Diabet es Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, E pilepsy, Falls Management, Food Care, Learning D isabilities, Makaton, Medication, Nutrition & Hydratio n, Oral Hygiene, Visual Impairment, Mental Health t raining which includes – Mental Health Act, Mental C apacity Act and DOLS, Metal health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health. Fire Marshall (Le vel 1 and 2), Customer Care.  
 Dementia Training – All level of staff attend these c ourses:  
 Half day induction - introduction to person centred dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model fo r supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including G EMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (lo nger session).  
 Specialist behaviour support training – commission ed externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventi ons, support with care planning (via teams always an option). Bespoke sessions can be provided.  
 Nursing staff can also access the following training to support with carer development through North W ales Training: Level 4 Professional Practices in Hea lth and Social Care or Level 5 Leadership and Man agement of Health and Social Care (adults)  
 External through BCU - Advanced Care Planning, C are Planning and Documentation, Catheter and Sto ma care, Diabetes awareness, Epilepsy & Buccal M idazolam, Falls Awareness, Medications Managemen t, Parkinson's Disease Awareness, Phlebotomy tra ining, SCiP training for swallowing, Syringe Driver T raining, Deteriorating Resident etc.

**Contractual Arrangements**

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
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.	The list below is an average figure as the number may increase/ decrease due to occupancy, residen ts assessed needs and the needs of the service on any given day Day shift- 8am-8pm- on average there are 2 nurse s on this shift (working 12 hour shifts) Night Shift- 8pm-8am- on average there are 2 nurs es on this shift (working 12 hour shifts) The registered nurses usually work 12 hour shifts o ver 4 days per week for full time and then reduction in days for part time hours.
---	---

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	10
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	8
Health & Safety	7
Equality, Diversity & Human Rights	8
Infection, prevention & control	7
Manual Handling	9
Safeguarding	7
Medicine management	7
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional courses completed by staff working as senior care assistants:</p> <p>Akari Values- all staff  autism- all staff  Basic life support- 1 staff  prevention of falls- 1 staff  COSHH- 6 staff  Communication, documentation and reports - all staff  Covid 19 - all staff  diabetes advanced and awareness - all staff  IDDSI- all staff  End of life- one staff  Fire safety- all staff  first aid awareness - 4 staff  GDPR-Data Protection - 8 staff  MCA/DoLS- 6 staff  Medication awareness and administration 7 staff  Nourish- e-Care Planning - 8 staff  Nutrition- 7 staff  Oral Health- 7 staff  PPE in Care - all staff  Person Centred Care Planning - 7 staff  Tissue viability- 1 staff  Contractures training and support has been provided by OT and Physio as no formal training is currently available.  Bed rail training has been provided by an external provider.  Contractures training has been provided in house by OT and Physios as no formal training is currently available.  Internal Courses that are available for staff in this role to complete as part of personal development includes:  Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the tr</p>



aining department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.

Specialist Training to develop the role of Senior Care staff to the next level Care Home Advanced Practitioner level (CHAPS) there is a 10- Day CHAPS course for Senior Carers, Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Active Care, Activity & Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug & Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition & Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.

Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3- day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Breakaways, Safeholds for the Elderly etc.

Dementia Training – All level of staff attend these courses:

Half day induction - introduction to person centred dementia care

Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.

Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand

Namaste training for colleagues and champions (longer session).

Specialist behaviour support training – commissioned externally.

Pool Activity Level training

Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

Staff within this job role can attend the following courses that are provided through North Wales Training:

Apprenticeship Level 3 in Health and Social Care (adults), Level 4 Professional Practices in Health and Social Care and can work towards Level 5 Leadership and Management of Health and Social Care (adults)

External through BCU - Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Medications Management, Parkinson's Disease Awareness, Phlebotomy training, SCIIP training for swallowing, Syringe Driver Training, Deteriorating Resident etc.

Contractual Arrangements	
No. of permanent staff	10
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)	10
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.	<p>The level of senior care assistant may vary due to the needs of the service, the occupancy level increasing /decreasing and the assessed needs of the residents the average on each shift is listed below:  Day shift- 8am-8pm- on average there are 2 Senior Care staff on shift (If CHAPS on shift then number of seniors may decrease)  Night Shift 8pm-8am-on average there is 1 Senior Care staff on shift (If CHAPS on shift then the number of Seniors may decrease)  Most senior care staff work 12 hour shifts which dependent on their contracted hours might be 3 days one week 4 days the next for fulltime or shorter for part time hours.  we also have some staff who work 6 hour days which fit in around the needs of the home.  We have used 0.3 FTE Senior Care Assistant agency hours in the home this year.</p>
---	---

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	6

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	19
No. of posts vacant	5

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	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	15
Safeguarding	12
Medicine management	0
Dementia	13
Positive Behaviour Management	0

Food Hygiene	14
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional courses completed by care staff includes :</p> <ul style="list-style-type: none"> <li>Akari Values- all staff</li> <li>autism - all staff</li> <li>Basic Life support- 7 staff</li> <li>Prevention of falls - 6 staff</li> <li>Care Planning - 1 staff</li> <li>Catheter care- 1 staff</li> <li>Communication, documentation and reports- all staff</li> <li>Covid 19 - all staff</li> <li>Diabetes awareness - all staff</li> <li>IDDSi- all staff</li> <li>End of Life- 6 staff</li> <li>Epilepsy- 5 staff</li> <li>Fire Safety - all staff</li> <li>First Aid awareness - all staff</li> <li>GDPR- Data Protection - all staff</li> <li>MCA/DoLS- all staff</li> <li>Mental Health- 1 staff</li> <li>Nourish- e-Care planning- 11 staff</li> <li>Nutrition - all staff</li> <li>Oral Health- all staff</li> <li>PPE in care- all staff</li> <li>Person Centred Care Planning - all staff</li> <li>Teepa Snow PAC training - 1 staff</li> <li>Tissue Viability - 4 staff</li> </ul> <p>Contractures training and support has been provided by OT and Physio as no formal training is currently available.</p> <p>Bed rail training has been provided by an external provider.</p> <p>Internal Courses available for staff to complete as part of personal development includes:</p> <p>Nourish e-care planning, Autism &amp; Learning Disabilities, Diabetes Awareness and Advanced, MCA/DoLS, Mental Health, PPE, Covid Testing, etc there are other courses relating to Health and Safety such as - first aid, fire safety Then we have IDDSi, GDPR, Nutrition &amp; Hydration, Privacy and Dignity, Akari Values, Covid 19, Duty of Candour, Oral Health, PPE, Person Centred Care, and stress at work. For any resident specific training this is sent through to the training department who will source the training for the staff. All mandatory induction training has been reviewed against Social Care Wales All Induction Standards and this ensures all staff have the training and competencies to complete this in preparation for registration with Social Care Wales.</p> <p>Active Care, Activity &amp; Inclusion, Alcoholism and Drug Addiction, Autism and ADHD Awareness, Diabetes Awareness, Drug &amp; Alcohol Misuse Awareness, Duty of Care, Eating Disorders, End of Life Care, Epilepsy, Falls Management, Food Care, Learning Disabilities, Makaton, Medication, Nutrition &amp; Hydration, Oral Hygiene, Visual Impairment, Mental Health training which includes – Mental Health Act, Mental Capacity Act and DOLS, Mental health at work, Mental health awareness for the elderly, Mental health first aid and Nutrition in Mental Health.</p> <p>Behaviour Management – is provided by the training company and includes: 2-day MAPPA training, 3-day MVA for Mental Health, 3-day PMVA GSA for mental health, Escalation/ De-escalation and Assault cycle, Managing Challenging Behaviour and Break aways, Safeholds for the Elderly etc.</p> <p>Dementia Training – All level of staff attend these courses:</p> <ul style="list-style-type: none"> <li>Half day induction - introduction to person centred dementia care</li> <li>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.</li> <li>Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</li> <li>Namaste training for colleagues and champions (longer session).</li> <li>Specialist behaviour support training – commissioned externally.</li> <li>Pool Activity Level training</li> </ul> <p>Strongly promote non-pharmacological interventions, support with care planning (via teams always an</p>

option). Bespoke sessions can be provided. Care staff can complete the following courses which are provided by North Wales Training: Foundation Apprenticeship Level 2 in Health and Social Care (adults) and then progress onto the Apprenticeship Level 3 in Health and Social Care (adults)

External through BCU - Advanced Care Planning, Care Planning and Documentation, Catheter and Stoma care, Diabetes awareness, Epilepsy & Buccal Midazolam, Falls Awareness, Parkinson's Disease Awareness, etc.

### Contractual Arrangements

No. of permanent staff	19
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3

### 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.	<p>The number of care staff on each shift will vary day by day - due to what the needs of the home are (such as appointments, social activities etc) the occupancy in the home increasing/ decreasing and the assessed needs of the resident so below is an average number:</p> <p>Day shift- 8am-8pm - on average there are 6 Care staff on each shift working 12 hour shifts</p> <p>Night Shift- 8pm-8am - on average there are 4 Care staff on each shift working 12 hour shifts</p> <p>Most of the care staff work 12 hour shifts which dependent on their contracted hours may include 3 days one week 4 days the next or the number of days decrease to ensure contracted hours are achieved. We do have some staff who choose to work shorter shifts - such as 6 hours or 8 hours per day over more days and these are used to support the needs of the home and residents.</p> <p>We have used the equivalent of 1.1FTE agency care assistants throughout this year.</p>
---	--

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	4

### Domestic staff

Does your service structure include roles of this type?	Yes
---	-----

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

### Filled and vacant posts

No. of staff in post	6
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	5
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Additional Training completed by Domestic staff include:</p> <ul style="list-style-type: none"> <li>Akari Values- all staff</li> <li>Autism- all staff</li> <li>Basic life support - 1 staff</li> <li>COSHH- 4 staff</li> <li>Communication, documentation and reports- 1 staff</li> <li>Covid- 19 -all staff</li> <li>Diabetes awareness 3 staff</li> <li>IDDSi- 3 staff</li> <li>End of Life- 1 staff</li> <li>Fire safety- all staff</li> <li>First Aid awareness - 5 staff</li> <li>GDPR/ Data Protection - all staff</li> <li>MCA/DoLS- all staff</li> <li>Nourish- e-Care Planning - 2 staff</li> <li>Nutrition- 3 staff</li> <li>Oral health- 1 staff</li> <li>PPE in care- all staff</li> <li>Person centred care planning - 1 staff</li> <li>Teepa Snow PAC training - 1 staff</li> <li>Tissue viability- 2 staff</li> </ul> <p>All staff within Akari are able to attend any of the in house or external training provided. If an additional training need is identified then this can be requested from our training department.</p> <p>Domestic staff are also able to complete the following training for their job roles or for career development:</p> <ul style="list-style-type: none"> <li>Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Food Safety (CIEH) – accredited (Level 2, 3 and 4), Health and Safety (including COSHH) (Level 2, 3 and 4), Customer Care.</li> <li>Dementia Training – All level of staff attend these courses: <ul style="list-style-type: none"> <li>Half day induction - introduction to person centred dementia care</li> <li>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.</li> <li>Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</li> <li>Namaste training for colleagues and champions (longer session).</li> <li>Specialist behaviour support training – commissioned externally.</li> <li>Pool Activity Level training</li> </ul> </li> <li>Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</li> </ul>

Contractual Arrangements	
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
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)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional Courses completed by catering staff include:</p> <ul style="list-style-type: none"> <li>Akari Values - all staff</li> <li>Autism- all staff</li> <li>Basic Life Support- 3 staff</li> <li>Care plan training - 1 staff</li> <li>Diabetes awareness training - all staff</li> <li>IDDSi- all staff</li> <li>Fire Marshall - 1 staff</li> <li>Fire Safety- all staff</li> <li>first aid awareness - all staff</li> <li>GDPR/ Data Protection - all staff</li> <li>MCA/DoLS - all staff</li> <li>Mental Health- 1 staff</li> <li>Nutrition- all staff</li> <li>PPE in Care- all staff</li> <li>Tissue Viability- 1 staff</li> </ul> <p>All courses within Akari are available to all staff both internally and externally. If a specific training need is identified then a request can be made to the training department who will source this.</p> <p>Staff within this role can also attend the following training courses for their role of as a development choice:</p> <ul style="list-style-type: none"> <li>Food Safety (CIEH) – accredited (Level 2, 3 and 4),</li> <li>Health and Safety (including COSSH) (Level 2, 3 and 4),</li> <li>Dementia Training – All level of staff attend these courses:</li> <li>Half day induction - introduction to person centred dementia care</li> <li>Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.</li> <li>Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand</li> <li>Namaste training for colleagues and champions (longer session).</li> <li>Specialist behaviour support training – commissioned externally.</li> <li>Pool Activity Level training</li> </ul> <p>Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.</p>
--	---

<b>Contractual Arrangements</b>
---------------------------------

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

<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>
---

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

<b>Staff Qualifications</b>
-----------------------------

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	2

<b>Other types of staff</b>	
-----------------------------	--

Does your service structure include any additional role types other than those already listed?	Yes
--	-----

List the role title(s) and a brief description of the role responsibilities.	<p>Home Administrator- provides clerical and financial support, answers the telephones and the doors to visitors, places orders for the home and takes meeting minutes.</p> <p>Activity Coordinators - plan, arrange and complete social interactions within the home and community for residents.</p> <p>Maintenance Operatives - to co-ordinate/ complete repairs and maintenance, improvement works and health and safety inspections in keeping people safe in a well maintained environment and will liaise and oversee contractors, redecoration of the home and gardening services.</p>
--	--

Filled and vacant posts
-------------------------

No. of staff in post	4
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	1



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

Additional training courses that have been completed by staff working in this role include:

Akari Values- all staff  
 Autism- all staff  
 COSHH- all staff  
 Communication, documentation and reports- 1 staff  
 Covid-19 - all staff  
 Diabetes awareness - 1 staff  
 IDDSI- 1 staff  
 Fire Safety- all staff  
 First Aid awareness - all staff  
 GDPR/ Data Protection- all staff  
 MCA/DoLS- all staff  
 Nutrition- 1 staff  
 PPE in care- all staff  
 Person centred care planning - 1 staff  
 All of the courses are available for all staff roles both internal and external. If a specific training need is identified then this can be requested from the training department.  
 Staff working within these job roles can complete the following courses:  
 Customer Care  
 Health and Safety (including COSHH) (Level 2, 3 and 4), Health and Safety (NEBOSH/IOSH)- Accredited, Fire Marshall (Level 1 and 2), Customer Care.  
 Dementia Training – All level of staff attend these courses:  
 Half day induction - introduction to person centred dementia care  
 Full day – introduction to person centred dementia care includes introduction to unmet needs model for supporting people with behaviours of concern.  
 Teepa Snow Positive Approach to Care including GEMS, Positive Physical Approach and Hand under Hand  
 Namaste training for colleagues and champions (longer session).  
 Specialist behaviour support training – commissioned externally.  
 Pool Activity Level training  
 Strongly promote non-pharmacological interventions, support with care planning (via teams always an option). Bespoke sessions can be provided.

**Contractual Arrangements**

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

**Staff Qualifications**

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1