

Annual Return 2022/2023

Provider Information to be published

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

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Amman Care Services Ltd	
The provider was registered on:	29/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Carennydd Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/12/2018
	Responsible Individual(s)	Alun Nurse
	Manager(s)	Elizabeth Rees
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	The Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	29/11/2018
	Responsible Individual(s)	Alun Nurse
	Manager(s)	Abigail Nurse
	Maximum number of places	6
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	The service has a designated responsible individual for the identification, planning, and delivery of the training required for the service. There are bespoke policies and databases in place to facilitate the planning and delivery along with systems of review to ensure quality and consistency. All key stakeholders are involved with training planning and the identification of specific service based training and individual staff professional development.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Organisational oversight and review, and partnership working with local recruitment agents. Bespoke policies and databases to facilitate the effective management of staffing needs. Systems of review to ensure the quality and continuity staffing. Key stakeholder engagement in the running of the service. Competitive rates of pay. Staff benefit programs, health insurance, physical and mental health support by external specialist providers.

Service Profile

Service Details

Name of Service	Carenydd Support Services
Telephone Number	01269822390
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	23
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Fees Charged

The minimum hourly rate payable during the last financial year?	18
The maximum hourly rate payable during the last financial year?	18

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	9
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The service communicates with key stakeholders on multiple occasions and in a number of formats. Communication is built into the quality management system framework and is reviewed cyclically. Staff have routine supervision and appraisal meetings along with meetings. Staff have direct access to senior managers and operate an open door policy. Service users and family members are consulted in person and in writing. The organisation undertakes routine contract reviews with commissioners/professionals and also seek their views on the running etc of the service. All of the above mentioned are also contacted formally in the form of a questionnaire annually as part of the quality review processes. Individual questionnaires can be tailored to individuals and assistance provided with completion. Feedback from key stakeholders significantly contributes to the running of and continuous improvement goal of the service.

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	Intensive interaction. Some individuals using the service use their own signs that they have developed. Understanding facial expressions and gestures for individuals who are non verbal.

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 service operates a bespoke Quality Management System which details what needs to be achieved to effectively Govern the service. The purpose of the systems is to effectively manage and review what actions are taken, at the appropriate frequency, by the appropriate people, to ensure that the service is legally compliant, and consistently and effectively performing to the levels and objectives that are set for and by the service and its key stakeholders. Part of an effective Quality Management System involves the appropriate use of the information gathered to form a strategic plan for making improvements and learning from any complaints or errors made. This is achieved by effective dialogue with those using the services namely Individuals using the service, families or nominated representation, commissioners/Local Authorities/Health Boards, regulators/Care Inspectorate Wales and professional bodies / Social Care Wales etc.

Staff at the service are trained and understand the autonomy and Choices of Service users. Personal plans are person centred and time is spent with individuals compiling their plans. Reviews are held at least quarterly. People are supported to attend and contribute to their review of their personal outcomes and invite family or representatives to attend if they wish to, with an inspector being told by one person using the service "They help me do what I like". It was noted from a recent CIW inspection that "People are involved in their care and supported with decision making, identify their personal outcomes and are at the heart of the service provided" & "People are given an opportunity to attend and invite their representatives to quarterly reviews of their personal plans.

The service provider is a family run organisation. The managers of the service make every effort to get to know the individuals supported in the services. The managing director schedules meeting with service users called "tea visits" where they will have a sit down and have a chat, the process is very informal and the service users communicate what their wants needs and aspirations are and how they would like the service to run.

The managers for the service have decades of experience supporting individuals with learning disabilities and complex needs and on many occasion have supported individuals in the service for many years. This allows for an open relationship with service users, who are put at ease by seeing friendly familiar people.

<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 service in question has systems in place to effectively ensure that those using the service are happy and contented and effectively supported to meet their health and wellbeing needs. The service appreciates that communication is key to effective health and wellbeing.</p> <p>The service supports individuals with complex needs and have an experienced and well-trained staff team, managed by an experienced management team which includes expertise in Positive behaviour management, Mental Health support, Learning Disability Nursing specialists, epilepsy and complex health needs.</p> <p>The service also ensures that staff have sufficient time, training, and expertise to effectively engage and communicate with service users in a manner which accommodates their wants needs and aspirations. One service user commented "the staff help me go to the doctors in my car and to the gym".</p> <p>The service has a long-established relationship and methods of communication with health agencies and Professionals, advocating on individuals behaves and championing the needs of the individuals in often busy health practices and environments.</p> <p>The service facilitates and encourages health eating and lifestyle and communicates options and activities which are appropriately risk assessed with the individual and key stakeholders involved.</p> <p>The service works with health professionals and has been subject to numerous reviews throughout the year. Family members are particularly happy with the health advocacy and communication by our own health professionals on behalf of individuals who lack capacity. One parent commenting "It sounds like a very good plan and I'd like to say a huge thank you for not only sorting out the appointment but to all the staff that has made sure her diet has been good. The staff always tell me what food she has eaten that day and I am so appreciative of the effort that goes in daily to making sure she has a good and varied diet"</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Service and its staff are committed to safeguarding and promoting the welfare of Individuals. The aim of the service is to provide assistance etc in a way which ensures that Individuals are safe and are protected from abuse, neglect and improper treatment.</p> <p>The service aims to support and empower each adult to make choices, to have control over how they want to live their own lives, and to prevent abuse and neglect occurring. The service trains and equips staff in understanding their role and responsibilities relating to safeguarding: These include, Recognising risks and safeguarding concerns, Acting on those risks and concerns, playing a part in preventing incidents, managing the safety and well-being of adults in line with the principles of safeguarding and to identify lessons to be learned from cases where adults have experienced abuse or neglect. To give clear expectations of the responsibilities of the service to other stakeholders and Individuals.</p> <p>The service has policies in place which are communicated to all key stakeholders and staff are thoroughly trained and supported to identify and report safeguarding issues and appreciate that Safeguarding is everyone's business.</p> <p>A recent CIW inspection revealed the following: -Staff are aware of safeguarding and processes to follow and attend training as required. Professionals are involved as required so that appropriate care and support is provided in a timely way.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>41</p>
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

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

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Positive behaviour management trainer/mentor qualification. Continuing professional development programme monitored Quarterly/annually.</p> <p>Some of the training listed above is included in additional training listed below as they do not directly apply to specific titles but are components of care certified training:-</p> <p>Training Concurrent with maintaining Continued Professional development to include, but not exclusively :</p> <ul style="list-style-type: none"> • First Aid Plus Level 3 (VTQ) • Oral Care Level 1 (VTQ) • Sharps Awareness - Certified • Epilepsy Awareness • Hand Hygiene For Care - Certified • Care Certificate Standard 7 - Privacy and Dignity • Care Certificate Standard 5 - Work in a Person-Centred Way • Coronavirus - Working in a Covid World • Coronavirus COVID-19 • Annual Mandatory Training • Care Certificate Standard 13 - Health and Safety • Annual Mandatory Training • Care Certificate Standard 3 - Duty of Care • Annual Mandatory Training • Care Certificate Standard 8 - Fluids and Nutrition • Annual Mandatory Training • Duty of candour in care - Certified • Annual Mandatory Training • Care Certificate Standard 11 - Safeguarding Children • Annual Mandatory Training • Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ) • Annual Mandatory Training • Mental Capacity Act (MCA) Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 15 - Infection Prevention and Control • Annual Mandatory Training • Medications Level 2 (VTQ) • Annual Mandatory Training • Fall prevention and safe bedrails in Care - Certified • Annual Mandatory Training • Anaphylaxis Awareness Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 10 - Safeguarding Adults • Moving and Assisting of People Level 2 (VTQ) • Care Certificate Standard 4 - Equality and Diversity • Fire Marshal Training - Certified • Communication in Care Level 1 (VTQ) • Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities • Lone working - Certified • Disability Awareness • Autism Awareness
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Contractual Arrangements	
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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.	
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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?	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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>CPD concurrent with Specialist Learning Disability Nursing, and management qualifications</p> <p>Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-</p> <p>Training Concurrent with maintaining Continued Professional development to include, but not exclusively :</p> <ul style="list-style-type: none"> • First Aid Plus Level 3 (VTQ) • Oral Care Level 1 (VTQ) • Sharps Awareness - Certified • Epilepsy Awareness • Hand Hygiene For Care - Certified • Care Certificate Standard 7 - Privacy and Dignity • Care Certificate Standard 5 - Work in a Person-Centred Way • Coronavirus - Working in a Covid World • Coronavirus COVID-19 • Annual Mandatory Training • Care Certificate Standard 13 - Health and Safety • Annual Mandatory Training • Care Certificate Standard 3 - Duty of Care • Annual Mandatory Training • Care Certificate Standard 8 - Fluids and Nutrition • Annual Mandatory Training • Duty of candour in care - Certified • Annual Mandatory Training • Care Certificate Standard 11 - Safeguarding Children • Annual Mandatory Training • Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ) • Annual Mandatory Training • Mental Capacity Act (MCA) Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 15 - Infection Prevention and Control • Annual Mandatory Training • Medications Level 2 (VTQ) • Annual Mandatory Training • Fall prevention and safe bedrails in Care - Certified • Annual Mandatory Training • Anaphylaxis Awareness Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 10 - Safeguarding Adults • Moving and Assisting of People Level 2 (VTQ) • Care Certificate Standard 4 - Equality and Diversity • Fire Marshal Training - Certified • Communication in Care Level 1 (VTQ) • Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities • Lone working - Certified • Disability Awareness • Autism Awareness
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Contractual Arrangements	
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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.	
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No. of full-time staff (35 hours or more per week)	0
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 to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	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	0
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	8
Positive Behaviour Management	10
Food Hygiene	6

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

Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-

Training Concurrent with maintaining Continued Professional development to include, but not exclusively :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-Centred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Children
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Prevention and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certified
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adults
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversity
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

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

Filled and vacant posts	
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No. of staff in post	29
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No. of posts vacant	0
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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	5
Health & Safety	23
Equality, Diversity & Human Rights	23
Manual Handling	20
Safeguarding	24
Dementia	0
Positive Behaviour Management	19
Food Hygiene	16

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-</p> <p>Training Concurrent with maintaining Continued Professional development to include, but not exclusively :</p> <ul style="list-style-type: none"> • First Aid Plus Level 3 (VTQ) • Oral Care Level 1 (VTQ) • Sharps Awareness - Certified • Epilepsy Awareness • Hand Hygiene For Care - Certified • Care Certificate Standard 7 - Privacy and Dignity • Care Certificate Standard 5 - Work in a Person-Centred Way • Coronavirus - Working in a Covid World • Coronavirus COVID-19 • Annual Mandatory Training • Care Certificate Standard 13 - Health and Safety • Annual Mandatory Training • Care Certificate Standard 3 - Duty of Care • Annual Mandatory Training • Care Certificate Standard 8 - Fluids and Nutrition • Annual Mandatory Training • Duty of candour in care - Certified • Annual Mandatory Training • Care Certificate Standard 11 - Safeguarding Children • Annual Mandatory Training • Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ) • Annual Mandatory Training • Mental Capacity Act (MCA) Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 15 - Infection Prevention and Control • Annual Mandatory Training • Medications Level 2 (VTQ) • Annual Mandatory Training • Fall prevention and safe bedrails in Care - Certified • Annual Mandatory Training • Anaphylaxis Awareness Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 10 - Safeguarding Adults • Moving and Assisting of People Level 2 (VTQ) • Care Certificate Standard 4 - Equality and Diversity • Fire Marshal Training - Certified • Communication in Care Level 1 (VTQ) • Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities • Lone working - Certified • Disability Awareness • Autism Awareness
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<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>29</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>25</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>4</p>
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	4
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.	Health and safety officer.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

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

Specific CPD for role.

Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-

Training Concurrent with maintaining Continued Professional development to include, but not exclusively :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-Centred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Children
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Prevention and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certified
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adults
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversity
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

Contractual Arrangements

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

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

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

Staff Qualifications

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

Service Profile

Service Details

Name of Service	The Lodge
Telephone Number	01269 822390
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	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	800
The maximum weekly fee payable during the last financial year?	3000

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>The service communicates with key stakeholders on multiple occasions and in a number of formats. Communication is built into the quality management system framework and is reviewed cyclically. Staff have routine supervision and appraisal meetings along with meetings. Staff have direct access to senior managers and operate an open door policy. Service users and family members are consulted in person and in writing. The organisation undertakes routine contract reviews with commissioners/professionals and also seek their views on the running etc of the service. All of the above mentioned are also contacted formally in the form of a questionnaire annually as part of the quality review processes. Individual questionnaires can be tailored to individuals and assistance provided with completion. Feedback from key stakeholders significantly contributes to the running of and continuous improvement goal of the service.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The service benefits from two outdoor garden areas suitable for all mobility needs. The gardens have covered areas where individuals can enjoy the outdoors irrespective of the weather and socialise. The Lower Garden has plants and a sensory area. While the other garden has sensory areas also along with artificial grass areas for seating and activities.
Provide details of any other facilities to which the residents have access	n/a

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	Electronic device applications, Sign-along, objects of reference, Eye Gaze methods, Intensive interaction.

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>The service operates a bespoke Quality Management System which details what needs to be achieved to effectively Govern the service. The purpose of the systems is to effectively manage and review what actions are taken, at the appropriate frequency, by the appropriate people, to ensure that the service is legally compliant, and consistently and effectively performing to the levels and objectives that are set for and by the service and its key stakeholders. Part of an effective Quality Management System involves the appropriate use of the information gathered to form a strategic plan for making improvements and learning from many complaints or errors made. This is achieved by effective dialogue with those using the services namely Individuals using the service, families or nominated representation, commissioners/Local Authorities/Health Boards, regulators/Care Inspectorate Wales and professional bodies / Social Care Wales etc. Staff at the service are trained and understand the autonomy and Choices of Service users. A recent inspection report concluded, "The manager considers a range of information to ensure they can meet people's needs before admission to the home. This includes obtaining information from external healthcare professionals such as social workers and previous placements. From this, senior staff have developed care records that describe people's support requirements, including clear risk assessments to maintain people's independence as much as possible" Support workers at the lodge encourage people to make choices and decisions about how individuals spend their time. Each person can regularly take part in a range of activities and social/leisure opportunities. In a recent visit to the service two people showed their photo albums which evidenced a number of parties and get-togethers. One person said, "We go bowling and see films and meals out." This illustrates people do the things which make them happy. Individuals using the service are comfortable communicating with the staff team and expressing their opinions etc, with a specific service user indicating, "I can tell ***** what I want and like". The service provider is a family run organisation. The managers of the service make every effort to get to know the individuals supported in the services. One family member commented in a recent consultation, "Extremely satisfied with the care provided" , while another mentioned "the staff at the lodge are simply the best"</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 service in question has systems in place to effectively ensure that those using the service are happy and contented and effectively supported to meet their health and wellbeing needs. The service appreciates that communication is key to effective health and wellbeing. The service supports individuals with complex needs and have an experienced and well-trained staff team, managed by an experienced management team which includes expertise in Positive behaviour management, Mental Health support, Learning Disability Nursing specialists, epilepsy and complex health needs. One family member commented " I have the utmost confidence in the team at the Lodge, supporting my sisters health and wellbeing, ***** has complex needs and the staff are so attentive. The service also ensures that staff have sufficient time, training , and expertise to effectively engage and communicate with service users in a manner which accommodates their wants needs and aspirations. A health professional recently commented " all the individuals are involved in the fitness class and that's great, irrespective of disabilities. "the class is focussed on fitness but I can also see people making friends and developing confidence". The service has a long-established relationship and methods of communication with health agencies and Professionals, advocating on individuals behaves and championing the needs of the individuals in often busy health practices and environments. The service facilitates and encourages health eating and lifestyle and communicates options and activities which are appropriately risk assessed with the individual and key stakeholders involved. The service works with health professionals and has been subject to numerous reviews throughout the year. Family members are particularly happy with the health advocacy and communication by our own health professionals on behalf of individuals who lack capacity. One relative commenting " there has always been that focus, with the team so attentive and proactive when it comes *****s health. " While another commented "We as ***** sister and brothers are very happy with the excellent care that she receives. If there are any medical appointments that *****needs to attend I'm always kept informed so that I can attend with her."</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Service and its staff are committed to safeguarding and promoting the welfare of Individuals. The aim of the service is to provide assistance etc in a way which ensures that Individuals are safe and are protected from abuse, neglect and improper treatment.</p> <p>The service aims to support and empower each adult to make choices, to have control over how they want to live their own lives, and to prevent abuse and neglect occurring. The service trains and equips staff in understanding their role and responsibilities relating to safeguarding: These include ,Recognising risks and safeguarding concerns, Acting on those risks and concerns, playing a part in preventing incidents, managing the safety and well-being of adults in line with the principles of safeguarding and to identify lessons to be learned from cases where adults have experienced abuse or neglect. To give clear expectations of the responsibilities of the service to other stakeholders and Individuals.</p> <p>The service has policies in place which are communicated to all key stakeholders and staff are thoroughly trained and supported to identify and report safeguarding issues and appreciate that Safeguarding is everyone's business.</p> <p>A recent CIW inspection revealed the following: - People say they would raise anything they want to discuss with the manager and feel confident they would listen to them if they did. One person nodded and said, "I'd talk to the staff."</p> <p>As far as possible, the provider takes appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. The safeguarding policy and procedure is in line with current legislation and local safeguarding procedures.</p> <p>Care workers recognise their personal responsibilities in keeping people safe. They are aware of the whistleblowing procedure and are confident to use it if the need arises. They would approach the manager or RI but would contact external agencies such as the local safeguarding office if they thought they needed to.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The Lodge operates a Health and safety management system to ensure that the service is run effectively and that all matters pertaining to the Health Safety and wellbeing of those using the service are recognised, monitored, and improved as necessary.</p> <p>The service has processes and appropriately trained staff to ensure that the environment is safe and that all risk to health safety are effectively identified and eliminated or reduced to an appropriate safe level. Staff are trained in health and safety, food safety and are all qualified fire marshals. Staff are well versed in infection prevention and control techniques, along with being trained in the appropriate use of bespoke equipment and moving and handling.</p> <p>The service has sufficient office space where Care records, employee personnel records and Deprivation of Liberty Safeguards (DoLS) records are securely stored in a locked office and only available to care workers who are authorised to view them.</p> <p>The service also has external appraisals of documentation and site inspections from fire safety consultants, Health and safety professionals and hold external contracts for maintenance and safety management and consultancy, and best practice.</p> <p>Health and safety is paramount to the service however attention is made to ensuring that these premises is comfortable and homely and an enjoyable, relaxing place to live. A recent inspection of the service concluded the Lodge is "It is warm and clean, and people say they feel comfortable and happy. Each bedroom is spacious and personalised to reflect the occupant's taste and interests, with items such as ornaments, soft furnishings, photos and items of furniture"</p> <p>The lodge has facilities and equipment designed to promote a person's independence as much as possible. Those in the lodge with reduced mobility benefit from adaptations and spacious rooms which accommodate bespoke equipment and wheelchairs.</p> <p>The Lodge environment is a safe environment and people are safe from unauthorised visitors entering the building, as all visitors ring the designated doorbell before gaining entry. The Lodge benefits from two level access gardens areas for people to socialise with families and friends, along with two comfortable homely living room.</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) 13

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

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

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

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

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

Induction 0

Health & Safety 1

Equality, Diversity & Human Rights 1

Infection, prevention & control 1

Manual Handling 1

Safeguarding 1

Medicine management 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Training Concurrent with maintaining Continued Professional development to include, but not exclusively :</p> <ul style="list-style-type: none"> • First Aid Plus Level 3 (VTQ) • Oral Care Level 1 (VTQ) • Sharps Awareness - Certified • Epilepsy Awareness • Hand Hygiene For Care - Certified • Care Certificate Standard 7 - Privacy and Dignity • Care Certificate Standard 5 - Work in a Person-Centred Way • Coronavirus - Working in a Covid World • Coronavirus COVID-19 • Annual Mandatory Training • Care Certificate Standard 13 - Health and Safety • Annual Mandatory Training • Care Certificate Standard 3 - Duty of Care • Annual Mandatory Training • Care Certificate Standard 8 - Fluids and Nutrition • Annual Mandatory Training • Duty of candour in care - Certified • Annual Mandatory Training • Care Certificate Standard 11 - Safeguarding Children • Annual Mandatory Training • Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ) • Annual Mandatory Training • Mental Capacity Act (MCA) Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 15 - Infection Prevention and Control • Annual Mandatory Training • Medications Level 2 (VTQ) • Annual Mandatory Training • Fall prevention and safe bedrails in Care - Certified • Annual Mandatory Training • Anaphylaxis Awareness Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 10 - Safeguarding Adults • Moving and Assisting of People Level 2 (VTQ) • Care Certificate Standard 4 - Equality and Diversity • Fire Marshal Training - Certified • Communication in Care Level 1 (VTQ) • Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities • Lone working - Certified • Disability Awareness • Autism Awareness
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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.
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No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory 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	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	1
Food Hygiene	0

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

Maintaining professional competency.

Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-

Training Concurrent with maintaining Continued Professional development to include, but not exclusively :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-Centred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Children
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Prevention and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certified
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adults
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversity
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

Contractual Arrangements

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

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

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

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

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

Training consistent with maintaining professional Nursing competency.

Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-

Training Concurrent with maintaining Continued Professional development to include, but not exclusively :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-Centred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Children
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Prevention and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certified
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adults
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversity
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

Contractual Arrangements

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

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

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

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.

This role is for the purposes of management consultancy and operates primarily within office hours 09:00-:17:00 Monday - Wednesday.

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

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

1

Equality, Diversity & Human Rights

3

Infection, prevention & control

3

Manual Handling

3

Safeguarding

4

Medicine management

2

Dementia

0

Positive Behaviour Management

3

Food Hygiene

3

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Additional training regarding quality improvement and administration. IT Skills and Communication.</p> <p>Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-</p> <p>Training Concurrent with maintaining Continued Professional development to include, but not exclusively :</p> <ul style="list-style-type: none"> • First Aid Plus Level 3 (VTQ) • Oral Care Level 1 (VTQ) • Sharps Awareness - Certified • Epilepsy Awareness • Hand Hygiene For Care - Certified • Care Certificate Standard 7 - Privacy and Dignity • Care Certificate Standard 5 - Work in a Person-Centred Way • Coronavirus - Working in a Covid World • Coronavirus COVID-19 • Annual Mandatory Training • Care Certificate Standard 13 - Health and Safety • Annual Mandatory Training • Care Certificate Standard 3 - Duty of Care • Annual Mandatory Training • Care Certificate Standard 8 - Fluids and Nutrition • Annual Mandatory Training • Duty of candour in care - Certified • Annual Mandatory Training • Care Certificate Standard 11 - Safeguarding Children • Annual Mandatory Training • Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ) • Annual Mandatory Training • Mental Capacity Act (MCA) Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 15 - Infection Prevention and Control • Annual Mandatory Training • Medications Level 2 (VTQ) • Annual Mandatory Training • Fall prevention and safe bedrails in Care - Certified • Annual Mandatory Training • Anaphylaxis Awareness Level 2 (VTQ) • Annual Mandatory Training • Care Certificate Standard 10 - Safeguarding Adults • Moving and Assisting of People Level 2 (VTQ) • Care Certificate Standard 4 - Equality and Diversity • Fire Marshal Training - Certified • Communication in Care Level 1 (VTQ) • Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities • Lone working - Certified • Disability Awareness • Autism Awareness
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Contractual Arrangements	
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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.	
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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.

Senior staff will invariably be shift leaders, taking responsibility for the administrative and monitoring tasks of the service and providing guidance and support, in unison with the team leader and registered manager. The service operates 24 Hours support and is tailored to the needs of the individuals using the service.

A "day Shift" comprises the hours of work between 07:00 and 22:00hrs, there are 4-5 members of staff employed during the day and is dependent upon service needs, appointments, activities etc.

The service operates a waking night one member of staff, and sleeping night shift, one member of staff, with additional access to an OnCall member of staff off site but in close proximity. (22:00-07:00)

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker

4

No. of staff working towards the required/recommended qualification

0

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

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

3

Health & Safety

4

Equality, Diversity & Human Rights

6

Infection, prevention & control

9

Manual Handling

8

Safeguarding

8

Medicine management

7

Dementia

8

Positive Behaviour Management

7

Food Hygiene

4

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

Some of the training listed above is included in additional titles listed below as they do not directly apply to specific titles but are components of care certified training:-

Training Concurrent with maintaining Continued Professional development to include, but not exclusively :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-Centred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Children
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2 (VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Prevention and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certified
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adults
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversity
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

Contractual Arrangements

No. of permanent staff	9
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)	8
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.	<p>The service operates 24 Hours support and is tailored to the needs of the individuals using the service.</p> <p>A "day Shift" comprises the hours of work between -7:00 and 22:00hrs, there are 4-5 members of staff employed during the day and is dependent upon service needs, appointments, activities etc.</p> <p>The service operates a waking night one member of staff, and sleeping night shift, one member of staff, with additional access to an OnCall member of staff off site but in close proximity. (22:00-07:00)</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Health and Safety Officer - leading the Health and safety management and Food Hygiene systems, Supporting Staff and monitoring compliance against set organisational and regulatory Standards. Liaising with service management regarding maintenance and repairs.
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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

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

Training complicit with professional development. In
stitute of Occupational Safety & Health Training etc
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Some of the trailing listed above is included in addi
tional tiles listed below as they do not directly apply
to specific titles but are components of care certifie
d training:-

Training Concurrent with maintaining Continued Pr
ofessional development to include, but not exclusi
vely :

- First Aid Plus Level 3 (VTQ)
- Oral Care Level 1 (VTQ)
- Sharps Awareness - Certified
- Epilepsy Awareness
- Hand Hygiene For Care - Certified
- Care Certificate Standard 7 - Privacy and Dignity
- Care Certificate Standard 5 - Work in a Person-C
entred Way
- Coronavirus - Working in a Covid World
- Coronavirus COVID-19
- Annual Mandatory Training
- Care Certificate Standard 13 - Health and Safety
- Annual Mandatory Training
- Care Certificate Standard 3 - Duty of Care
- Annual Mandatory Training
- Care Certificate Standard 8 - Fluids and Nutrition
- Annual Mandatory Training
- Duty of candour in care - Certified
- Annual Mandatory Training
- Care Certificate Standard 11 - Safeguarding Child
ren
- Annual Mandatory Training
- Deprivation of Liberty Safeguards- DOLs Level 2
(VTQ)
- Annual Mandatory Training
- Mental Capacity Act (MCA) Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 15 - Infection Preventio
n and Control
- Annual Mandatory Training
- Medications Level 2 (VTQ)
- Annual Mandatory Training
- Fall prevention and safe bedrails in Care - Certifie
d
- Annual Mandatory Training
- Anaphylaxis Awareness Level 2 (VTQ)
- Annual Mandatory Training
- Care Certificate Standard 10 - Safeguarding Adult
s
- Moving and Assisting of People Level 2 (VTQ)
- Care Certificate Standard 4 - Equality and Diversit
y
- Fire Marshal Training - Certified
- Communication in Care Level 1 (VTQ)
- Care Certificate Standard 9 - Awareness of menta
l health, dementia and learning disabilities
- Lone working - Certified
- Disability Awareness
- Autism Awareness

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	1
No. of staff working toward required/recommended qualification	0