

# 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:	April Complete Care Solutions Limited	
The provider was registered on:	24/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	April Complete Care Solutions	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/09/2018
	Responsible Individual(s)	
	Manager(s)	KATIE JONES
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	April Complete Care Solutions	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/09/2018
	Responsible Individual(s)	
	Manager(s)	KATIE JONES
	Partnership Area	West Glamorgan
	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	We have an up-to-date Training and Development Policy which includes measures in line with COVID 19. The RM identifies any training needs by using our internal staff training needs analysis matrix and staff are then booked on appropriate courses. There are 8 mandatory modules plus COVID 19 LFD NHS training. Training and updates consist of e learning, training via zoom and some face-to-face classroom training. Staff training is updated annually
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recognise the national shortage of Health Care Workers and the accompanying factors why people do not wish to enter the sector. We work hard to try and overcome such factors e.g., offering competitive rates of pay (above the current Living Wage), career growth support and incentives/rewards to make sure staff feel valued; this helps us with retention, commitment and loyalty. We use advertising/social media to recruit staff and benefit from positive word of mouth referrals from our happy team

## Service Profile

Service Details

Name of Service	April Complete Care Solutions
Telephone Number	01656863963
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	86
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Fees Charged

The minimum hourly rate payable during the last financial year?	12.30
The maximum hourly rate payable during the last financial year?	49.84

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	In addition to the minimum quarterly reviews and annual survey we actively encourage feedback from clients and their family/representatives. Our staff are also asked for feedback and have training to recognise and report any concerns - they are often ideally placed to hear opinions/concerns/compliments from clients and families that would not be brought up in a more formal review. Following times of difficulty (for example, high levels of covid sickness), the RM and booking co-ordinators call clients/families to consult them on maintaining a suitable level of service to meet their individual needs. Whilst covid levels have decreased, high levels of sickness due to stress are becoming a new epidemic. The RI audits that the measures in place remain effective.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

We have a robust information gathering process enabling us to ensure that Individuals can achieve their personal outcomes or establish if they would like to change outcomes they wish to have met.

Our review process consists of quarterly reviews which are conducted and a copy is given to the Individual/family member. We can then establish if outcomes are being met or if Individuals wish to change how and when support is delivered. The RM will amend changes to support plans and risk assessments. Social Workers and staff are informed of changes or of any monitoring requirements that have been implemented.

We conduct non-scheduled reviews if we feel there is a change in an Individual's circumstances. We consult with people such as family members, advocates, friends (where appropriate) and professional bodies.

We offer voice and control by allowing Individuals to make informed choices about how they wish to live life. It is the RM's duty to respectfully put that voice and control into words and this is evidenced in the creating of a bespoke file.

We have 4 general risk assessments but recognise that Individual's lifestyle choices may mean that they wish to take risks that are not documented in our assessments. In this case we will complete a separate individual assessment engaging with the Individual/family/interested parties. We always promote positive risk-taking where possible.

Staff are trained to deliver a person-centred approach and to carry out the wishes of the people they are supporting/caring for. Individuals with cognitive impairment or people living alone may be at higher risk of not having outcomes met and may require closer monitoring by staff and management.

Staff treat Individuals with respect, courtesy and empathy. We involve people in discussions so we can produce a bespoke Individual home file for care staff to access when attending calls.

We assess the quality of care being provided to Individuals/family members by issuing Individuals with a Quality Questionnaire Survey annually in December. Results are collated in our annual quality report at the end of January.

Continuity of care is provided to Individuals to ensure that Individuals are supported by the same carers; this has helped us build open and honest relationships where staff have a better insight to the Individual's wellbeing. We also assess ability, personality and preferences to match staff with Individuals whenever possible.

<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>We have systems in place to complete client quarterly reviews. Individuals receive a total of 4 reviews per year. Due to covid restrictions individuals were not receiving home visits but these have now been reintroduced over the last 12 months. We recognise the right of the individual/family to request telephone reviews only. If there are changes in the individual's needs, depending on the need, our support plans are updated. We may also contact the local authority to inform of changes, especially if they are substantial.</p> <p>Reviews are undertaken with the individual and, where appropriate, with the agreement of the individual, their family/representative. Social Workers are always invited.</p> <p>Care staff complete Personal Record Forms on a daily basis our New PR Forms allows us to capture Individuals achieving their personal outcomes, and helps us to ascertain impacts/changes of wellbeing outcomes.</p> <p>Due to continuity in care and maintaining staffing levels at this time, along with regular reviews, completion of Personal Record forms and regular audits for the PR and Review forms we were able to consistently monitor and maintain our client's health and wellbeing. We have the following policies and procedures in place to support impacts on Individuals Wellbeing</p> <ul style="list-style-type: none"> <li>• Incident &amp; Accident/Concerns reporting,</li> <li>• Individual risk assessments</li> <li>• Complaints/Compliments</li> <li>• Health &amp; safety</li> </ul> <p>We are mindful of the continuing threat to both physical and mental well-being of individual/families and our staff. Whilst COVID measures have diminished, we have established a locked door policy where staff attend the office for only essential reasons. For example, supervisions, meetings are held by TEAMS wherever possible. A PPE station is situated by the front door so it can be collected safely with minimum contact.</p> <p>Our surveys reflect that our clients are happy with outcomes being met which happily allows them to live and lead an independent fulfilled life.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have systems, processes and practices that are in place to keep our individuals safe and safeguarding from abuse.</p> <p>We have a comprehensive safeguarding policy in place which includes how April applies the mental capacity act and deprivation of liberty standards within the business. All staff have received Safeguarding training and have downloaded the Safeguarding Wales App to their phones.</p> <p>When completing our initial assessment and induction with our clients we provide them or a nominated family member with information on how to raise a concern or complaint and whistle blowing. A copy of our complaint's procedure is placed in our individuals home file if they ever need to access this. The RM keeps a file of complaints, concerns, safeguarding referrals on notification file. The RI completes 3 monthly audits of these files.</p> <p>Prior to starting all staff undertake 8 mandatory training modules, one of which is safeguarding. The RM is responsible for keeping everyone's training up to date. Dates of training are recorded, and next dates training is due. All staff are also required to have a up to date DBS and this needs to be updated every 3 years. The RM is responsible for checking DBS dates. This is reviewed monthly.</p> <p>The RM is responsible for submitting any safeguarding referrals by completing a safeguarding referral form and submitting to relevant local authority, CIW, records of safeguarding referrals and outcomes are maintained in internal files.</p> <p>The Government has implemented strict, significant interventions in response to the Coronavirus (COVID19). We have had to rapidly adjust to the changing needs of our staff and clients when it comes to safety and supporting them.</p> <p>The RI and Management team checks for regular updates from the government/HSE/WHO/PHW/CIW and the local authorities. Information is shared with our Staff and Clients/family members. Checking for regular updates has also enabled us to put in place a range of new systems to help with our workforce productivity and risk. Although covid cases has fallen the impact is still being felt with high levels of stress related sickness and care givers leaving the sector.</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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	All training upto date but undretaken prior to starting 09/04/2022
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<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?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	City and Guilds Level 3 - Assessing in the Environment
<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)	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
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	35
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	18
Health & Safety	7
Equality, Diversity & Human Rights	0
Manual Handling	7
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRST AID -5 FIRE SAFETY -6 MEDICATION -6 INFECTION CONTROL -6
Contractual Arrangements	
No. of permanent staff	17
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	18
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)	14

No. of part-time staff (16 hours or under per week)	3
<b>Staff Qualifications</b>	
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	11
<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>HR and Office Manager responsible for recruitment , policies and Procedures, staff hand books, training, supervised practice, file compliance, staff meetings, reward/disciplinary matters and support RM.</p> <p>Finance Manager responsible for invoicing, credit control, wages, holidays, preparing quotes, preparing accounts for audit and supporting RM. In addition , this person is in charge of Healthy and Safety on our premises and all IT.</p> <p>Care co-ordinator (1.5 roles) responsible for planning rotas, sending out to clients and staff, managing absences, reviews, assessments, spot checks/carer support, out of hours/on call (1 week in 4) and supporting RM and HR.</p>
<b>Filled and vacant posts</b>	
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	6
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	
<b>Contractual Arrangements</b>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	



No. of full-time staff (35 hours or more per week)	3
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	2

## Service Profile

### Service Details

Name of Service	April Complete Care Solutions
Telephone Number	01656 863963
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.22
The maximum hourly rate payable during the last financial year?	49.84

### Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?

In addition to the minimum quarterly reviews and annual survey we actively encourage feedback from clients and their family/representatives. Our staff are also asked for feedback and have training to recognise and report any concerns - they are often ideally placed to hear opinions/concerns/compliments from clients and families that would not be brought up in a more formal review. Following times of difficulty (for example, high levels of covid sickness), the RM and booking co-ordinators call clients/families to consult them on maintaining a suitable level of service to meet their individual needs. Whilst covid levels have decreased, high levels of sickness due to stress are becoming a new epidemic. The RI audits that the measures in place remain effective.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We have a robust information gathering process enabling us to ensure that Individuals can achieve their personal outcomes or establish if they would like to change outcomes they wish to have met.</p> <p>Our review process consists of quarterly reviews which are conducted and a copy is given to the Individual/family member. We can then establish if outcomes are being met or if Individuals wish to change how and when support is delivered. The RM will amend changes to support plans and risk assessments. Social Workers and staff are informed of changes or of any monitoring requirements that have been implemented.</p> <p>We conduct non-scheduled reviews if we feel there is a change in an Individual's circumstances. We consult with people such as family members, advocates, friends (where appropriate) and professional bodies.</p> <p>We offer voice and control by allowing Individuals to make informed choices about how they wish to live life. It is the RM's duty to respectfully put that voice and control into words and this is evidenced in the creating of a bespoke file.</p> <p>We have 4 general risk assessments but recognise that Individual's lifestyle choices may mean that they wish to take risks that are not documented in our assessments. In this case we will complete a separate individual assessment engaging with the Individual/family/interested parties. We always promote positive risk-taking where possible.</p> <p>Staff are trained to deliver a person-centred approach and to carry out the wishes of the people they are supporting/caring for. Individuals with cognitive impairment or people living alone may be at higher risk of not having outcomes met and may require closer monitoring by staff and management.</p> <p>Staff treat Individuals with respect, courtesy and empathy. We involve people in discussions so we can produce a bespoke Individual home file for care staff to access when attending calls.</p> <p>We assess the quality of care being provided to Individuals/family members by issuing Individuals with a Quality Questionnaire Survey annually in December. Results are collated in our annual quality report at the end of January.</p> <p>Continuity of care is provided to Individuals to ensure that Individuals are supported by the same carers; this has helped us build open and honest relationships where staff have a better insight to the Individual's wellbeing. We also assess ability, personality and preferences to match staff with Individuals whenever possible.</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>We have systems in place to complete client quarterly reviews. Individuals receive a total of 4 reviews per year. Due to covid restrictions individuals were not receiving home visits but these have now been reintroduced over the last 12 months. We recognise the right of the individual/family to request telephone reviews only. If there are changes in the individual's needs, depending on the need, our support plans are updated. We may also contact the local authority to inform of changes, especially if they are substantial.</p> <p>Reviews are undertaken with the individual and, where appropriate, with the agreement of the individual, their family/representative. Social Workers are always invited.</p> <p>Care staff complete Personal Record Forms on a daily basis our New PR Forms allows us to capture Individuals achieving their personal outcomes, and helps us to ascertain impacts/changes of wellbeing outcomes.</p> <p>Due to continuity in care and maintaining staffing levels at this time, along with regular reviews, completion of Personal Record forms and regular audits for the PR and Review forms we were able to consistently monitor and maintain our client's health and wellbeing. We have the following policies and procedures in place to support impacts on Individuals Wellbeing</p> <ul style="list-style-type: none"> <li>• Incident &amp; Accident/Concerns reporting,</li> <li>• Individual risk assessments</li> <li>• Complaints/Compliments</li> <li>• Health &amp; safety</li> </ul> <p>We are mindful of the continuing threat to both physical and mental well-being of individual/families and our staff. Whilst COVID measures have diminished, we have established a locked door policy where staff attend the office for only essential reasons. For example, supervisions, meetings are held by TEAMS wherever possible. A PPE station is situated by the front door so it can be collected safely with minimum contact.</p> <p>Our surveys reflect that our clients are happy with outcomes being met which happily allows them to live and lead an independent fulfilled life.</p>

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

We have systems, processes and practices that are in place to keep our individuals safe and safeguarding from abuse. We have a comprehensive safeguarding policy in place which includes how we apply the mental capacity act and deprivation of liberty standards within the business. All staff have received Safeguarding training and have downloaded the Safeguarding Wales App to their phones.

When completing our initial assessment and induction with our clients we provide them or a nominated family member with information on how to raise a concern or complaint and whistle blowing. A copy of our complaint's procedure is placed in our individuals home file if they ever need to access this. The RM keeps a file of complaints, concerns, safeguarding referrals on notification file. The RI completes 3 monthly audits of these files.

Prior to starting all staff undertake 8 mandatory training modules, one of which is safeguarding. The RM is responsible for keeping everyone's training up to date. Dates of training are recorded, and next dates training is due. All staff are also required to have a up to date DBS and this needs to be updated every 3 years. The RM is responsible for checking DBS dates. This is reviewed monthly.

The RM is responsible for submitting any safeguarding referrals by completing a safeguarding referral form and submitting to relevant local authority, CIW, records of safeguarding referrals and outcomes are maintained in internal files.

The Government has implemented strict, significant interventions in response to the Coronavirus (COVID19). We have had to rapidly adjust to the changing needs of our staff and clients when it comes to safety and supporting them.

The RI and Management team checks for regular updates from the government/HSE/WHO/PHW/CIW and the local authorities. Information is shared with our Staff and Clients/family members. Checking for regular updates has also enabled us to put in place a range of new systems to help with our workforce productivity and risk. Although covid cases has fallen the impact is still being felt with high levels of stress related sickness and care givers leaving the sector.

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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	All training upto date but undretaken prior to starting 09/04/2022
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	City and Guilds Level 3 - Assessing in the Environment
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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	35
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	18
Health & Safety	7
Equality, Diversity & Human Rights	0
Manual Handling	7
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRST AID -5 FIRE SAFETY -6 MEDICATION -6 INFECTION CONTROL -6

#### Contractual Arrangements

No. of permanent staff	17
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	18

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)	14
No. of part-time staff (16 hours or under per week)	3

#### 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	11

#### 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>HR and Office Manager responsible for recruitment , policies and Procedures, staff hand books, training, supervised practice, file compliance, staff meetings, reward/disciplinary matters and support RM.</p> <p>Finance Manager responsible for invoicing, credit control, wages, holidays, preparing quotes, preparing accounts for audit and supporting RM. In addition , this person is in charge of Healthy and Safety on our premises and all IT.</p> <p>Care co-ordinator (1.5 roles) responsible for planning rotas, sending out to clients and staff, managing absences, reviews, assessments, spot checks/carer support, out of hours/on call (1 week in 4) and supporting RM and HR.</p>

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	6
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	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)	3
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	4
No. of staff working toward required/recommended qualification	0