

# 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:	Aston Care Ltd	
The provider was registered on:	06/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Woodlands	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	06/11/2018
	Responsible Individual(s)	Martin Clayton
	Manager(s)	Jacqueline Booth
	Maximum number of places	9
	Service Conditions	There are no conditions associated to this service
	Glynderwen House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/11/2018
	Responsible Individual(s)	Martin Clayton
	Manager(s)	Jemma Clarke
	Maximum number of places	11
	Service Conditions	There are no conditions associated to this service
	London House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	07/11/2018
	Responsible Individual(s)	Martin Clayton
	Manager(s)	Jacqueline Booth
	Maximum number of places	18
	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	<p>Training matrix at each home identifies when training is in date, expired or due to expire. Training is tailored to each role within each home.</p> <p>The company provides in-house training through Redcrier training provider. All staff are registered to undertake training through e-learning and receive updates by email when new training has been allocated. Managers are able to see all training completed or due. External training is sourced as required including face to face training.</p>
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Staffing ratios vary in each home depending on the needs and numbers of service users. Recruitment is undertaken should the staffing levels fall below the required standard in order to operate safely. Recruitment is undertaken by each home as and when required:

- Completed application form with full employment history
- Confirmation of all qualifications
- Interview candidate
- Proof of identity
- Two written references obtained
- Full enhanced disclosure obtained
- Confirmation of employment kept on file

## Service Profile

### Service Details

Name of Service	Glynderwen House
Telephone Number	01792842711
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	11
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1329.18
The maximum weekly fee payable during the last financial year?	2421.12

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user meetings Service user questionnaires PCP meetings Quarterly reviews Care plan reviews Commissioning reviews

### Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4

How many bathrooms have assisted bathing facilities?	3
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	We have a large garden to the rear of the property, seated areas and a summer house
Provide details of any other facilities to which the residents have access	Sensory room Craft room Shared lounge Shared dining room Kitchen Laundry room

#### Communicating with people who use the service

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

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Our main priority is the respect and dignity of the individuals within our care. We aim to build bonds and positive relationships with all the individuals in the home. We create a safe and secure environment so that individuals feel they have a voice and so they feel safe and secure and enable them to engage.</p> <p>Our focus is for the service users have choices in their care and support. We achieve this through involving them in their care plan reviews as much as possible so that we can provide the care and support they need and want.</p> <p>We hold weekly service user meetings in the form of a coffee morning to create a welcoming atmosphere. This encourages individuals to attend and share their views and make choices heard.</p> <p>Outcomes from the meeting are action planned and reviewed. Quarterly reviews are arranged with their keyworkers and families. Quality assurance questionnaires are completed and PCP meetings are held and new goals implemented. Weekly planners are then reviewed to meet their activity choices.</p> <p>One page profiles are held in people's files which state what is important to the person and how best to support them.</p> <p>We strongly believe that we allow people to do things that matter to them to enable them to be active members of the community.</p> <p>Policies are reviewed annually or sooner if there are any changes identified.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Individuals are encouraged and supported to look after themselves as much as possible. We promote healthy eating and educate the individuals what foods are good for them and what to have in moderation.</p> <p>We encourage all individuals to be active and to take walks twice a day and offer various exercise classes in house. We monitor individuals weight on a weekly basis</p> <p>All individuals are registered with the local primary care centre, dentists, optician and podiatrist. District nurse support is also accessed as and when required. We have access to the Swansea community support team. We assess individuals needs and adapt their support plans to ensure their needs are met. We have involved the SLT team whom have changed the eating guidelines to support the changing needs of two individuals in the home. We have has support and guidance from OT to whom has provided us with specific equipment to meet the needs of once individual.</p> <p>We seek additional training when necessary and analyse individuals their behaviours to ensure they are happy.</p> <p>All individuals have a traffic light document which is easily accessible to assist hospital staff if necessary. This is a document which is personalised to each person which includes medications , allergies, communication needs, eating and drinking guidelines etc.</p> <p>Annual health checks are undertaken by the local General Practitioner and most have outpatient reviews for particular physical and mental health conditions.</p> <p>There are robust procedures in place for the safe storage, recording and administering of prescribed medication.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals are treated with the utmost respect and safeguards in place where necessary to ensure everyone is protected from harm.</p> <p>All staff are aware of the safeguarding procedures and how to report concerns of abuse.</p> <p>Staff maintain accurate records which include daily reports, behaviour forms, body maps.</p> <p>All staff are aware of safeguarding protocols which are identified in risk assessments, care plans and management guidelines.</p> <p>Some service users have PBS plans which are a working document and reviewed on a regular basis.</p> <p>Our policies all contribute to the safeguarding of the individuals including safeguarding, whistle blowing and complaints.</p> <p>All staff have received training in POVA, Positive behaviour management both theory and Practical. We have a no restraint policy and staff have developed “talk down” strategies and distraction techniques that enable staff to be proactive to safely manage behaviours that challenge.</p> <p>No individual is deprived of their liberty unlawfully. We practise least restrict measures within the home and 10 out of the 11 individuals in the home are currently under a dols which is in place for their personal safety and well-being.</p> <p>Staff meeting and individual supervisions are held on a regular basis which gives staff an opportunity to discuss any concerns they have and for staff to share ideas for better practices.</p> <p>The home has many assistive technology systems to support the safety of those in the home.</p> <p>We have a locked door policy as all but one individual lacks the capacity to access the community safely without staff supervision</p> <p>Policies are reviewed annually or sooner if there are any changes identified.</p> <p>Staff undergo a induction whereby they build relationships with individuals to build a create safe and friendly environment.</p> <p>Risk assessments are carried out and reviewed quarterly - these include manual handling, community access, environment and behaviours.</p> <p>Policies and Procedures are implemented and reviewed annually.</p>

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

Individual's needs are assessed prior to transition to ensure the environment is suitable to meet their needs. We continue to assess the environment to ensure it meets the needs of the individuals. We recently moved two individuals to different rooms in the homes to meet their changing needs and preferences. The home has 2 large communal rooms which are used on a daily basis and we have recently had a summer house built which they can access also. This is a lovely space which is used by most of the individuals. Bedroom are personalised to individuals personal preferences and they have opportunities to be involved in all home improvements. The home is kept clean and tidy on a daily basis, we have a cleaner three hours a day to maintain communal areas and individuals are support to maintain the cleanliness of their rooms. Outside, the house has a good-sized enclosed garden so that people can enjoy spending time outdoors; we have a rabbit which have all been chosen by the individuals living here.

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) 1

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

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

#### Staff Type

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

Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM in Leadership and Management Level 4
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	0
Health & Safety	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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Deprivation of Liberty training - 3
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Typical shift patterns in operation for employed staff</div>	
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.	8am-8pm 1 staff
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	19
No. of posts vacant	1



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

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

Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	18
Infection, prevention & control	19
Manual Handling	19
Safeguarding	18
Medicine management	2
Dementia	11
Positive Behaviour Management	16
Food Hygiene	16

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>COSHH          EPILEPSY          RECORD KEEPING          DIGNITY AND RESPECT          CARE PLANNING          CONTINENCE AWARENESS          GDPR          MALNUTRITION          PRESSURE SORES          RISK ASSESSMENT          SUPPORTING PEOPLE WITH AUTISM          FIRST AID          MCA AND DOLS          CORONAVIRUS          FIRE SAFETY          LEARNING DISABILITY AWARENESS</p>
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**Contractual Arrangements**

No. of permanent staff	19
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)	8
No. of part-time staff (16 hours or under per week)	1

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

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>8am-8pm - 11          9am-3pm - 8</p>
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**Staff Qualifications**

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0

Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH FIRST AID
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes

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

#### Filled and vacant posts

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

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

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

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

#### 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	0

#### Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Details

Name of Service	London House
Telephone Number	01792580566
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	18
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Fees Charged

The minimum weekly fee payable during the last financial year?	658
The maximum weekly fee payable during the last financial year?	1001.20

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user meetings

Service Environment

How many bedrooms at the service are single rooms?	18
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home provides extensive gardens with which service users are encouraged to use if they so wish. There is adequate patio areas at the front and rear of the property with sitting areas. Service users are encouraged to socialise within the grounds for such events as summer parties/ BBQ's.
Provide details of any other facilities to which the residents have access	Regular activities are held in the onsite activity centre at the back of London House which is easily accessed via a pathway. Wheelchairs are available for those with mobility issues.

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.

Choice and involvement are key concepts within the home. Staff support people to achieve individual outcomes. Records evidence that since living in the home, people have made progress in a number of areas of their lives such as managing transitions, taking part in daily activities. People living in the home benefit from individualised support as this allows them to have periods of one-to-one support to enable them to engage in activities or develop self-care/independence skills.

Feedback forms are handed out to all the people at the home to gather their views, below are some of their responses.

- “Staff always listen to my problems and very helpful”
- “I love my flat and having a lot of independence”
- “I like the staff and the home”
- “We are well cared for”
- “Nice staff”
- “Very happy here, can’t fault anything”
- “I like the place”
- “They take care of you”
- “The staff look after you”

These are some of the views taken from the latest feedback forms which were completed by service users families/representatives.

- “Very happy with my son’s placement”
- “Well run care home”
- “My son enjoys going out on trips etc”
- “Friendly staff and very helpful”
- “Mums care is brilliant”
- “All staff treat her well and with respect”

Views of other relevant professionals, for example, local authority, local health board as appropriate.

- “Level of care and support is outstanding”
- “Fab staff and great care”

Choice and involvement are key concepts within the home. The people we support contribute to the decisions that affect their lives and are regularly consulted on food menus or alternative options if it’s not their preferred choice of meal.

People are supported to engage in activities both in the home and within the wider community ensuring that they engage in activities of their choice.

One page profiles are held in people’s files which state what is important to the person and how best to support them.

We strongly believe that we allow people to do things that matter to them to enable them to be active members of the community.

<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 provide emotional and physical support to service users. We do this by supporting them to attend appointments as required including hospital appointments. Annual health checks/medication reviews are undertaken by the local General Practitioner</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People living in the home are safeguarded from harm. It is our aim to provide a service that manages behaviours without the need for physical intervention by having competent staff that are able to be proactive in their approach to challenges. Physical intervention shall only be considered if there is a risk of injury to others, this should only be responded to in a way that keeps themselves and the person safe. Body maps are routinely completed whenever staff notice any marks or bruises. Mental capacity assessments are in place, and Deprivation of Liberty Safeguards authorisations.</p> <p>Even though Dignity and respect can mean different things to different people it is about finding out how a person wants to be treated and ensuring we treat them that way each time, respecting their privacy and treating them as an individual.</p> <p>Safeguarding is included in staff supervisions and team meetings. Staff receive safeguarding training as part of their training plan, this is refreshed every three years. Online notifications are made to CIW and referrals made to the adult safeguarding team as appropriate.</p> <p>There is a whistleblowing policy in place which staff have access to should they need to raise a concern.</p> <p>The property is accessed via a locked gate with a buzzer entry system which is connected to the landline phone. The gate can be unlocked via the phone once the visitor's identity is known. People's safety and wellbeing is given high priority.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The interior and exterior of the home is kept clean, pleasant and well maintained. The property comprises a large living room with a number of chairs and settees and a large screen TV. Some people have chosen and bought their own comfortable chair, which they preferred to sit in. There is a large dining room with tables and chairs. Outside, the house has a good-sized enclosed garden so that people can enjoy spending time outdoors. There is adequate garden furniture to enable everyone to sit and relax outside should they choose to do so. The home has a fixed external gazebo at the front of the building which was specifically purchased in order to safely facilitate family visits during the covid pandemic. Some visitors continue to sit outside when visiting their relative if the weather is suitable.</p> <p>There are systems in place to ensure that the home is clean and that people's health and safety is assured. Daily and weekly health, safety, and cleaning tasks are carried out according to schedules. External assessments and servicing of fire equipment, and electrical equipment and take place as required. Some of the people living in the home have personal emergency evacuation plans. The home has a maintenance planner which is being reviewed regularly and updated as the need arises.</p> <p>People are offered the opportunity to go on short holidays either in this country or abroad with regular day trips to a variety of locations of their choice. They also go shopping out for meals and local walks. The on-site activity centre provides an additional space for people to undertake a variety of activities such as art and crafts, weekly bingo, cookery sessions, playing board games, beauty sessions, watch movies and listen to music. Events and get-togethers such as a Summer and Christmas parties are held every year. People living in the home experience a range of leisure and social opportunities.</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>13.63</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>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advanced GDPR Supervisory Skills Customer Service Care Planning
	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	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

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



No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	2
Manual Handling	1
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Planning Emergency Aid Challenging Behaviour Fire Safety
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 9am-9pm 1 or 2 staff
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	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	6
Safeguarding	9
Medicine management	5
Dementia	6
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Worker Emergency Aid Challenging Behaviour Diabetes Epilepsy Awareness Fire Safety Awareness
Contractual Arrangements	
No. of permanent staff	7

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
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)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shift 7am-7pm 1 staff Day shift 8am -8pm 1 staff Day shift 9am-9pm up to 1 staff Night shift 9pm - 9am 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Emergency Aid Fire Safety Awareness

Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Malnutrition Record keeping Diabetes Diet & Nutrition
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	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activity Co-ordinator responsible for the on-site activity centre Monday to Friday
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	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Activity Planning Emergency Aid
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

#### Service Profile

##### Service Details

Name of Service	Woodlands
Telephone Number	01792588122
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	658
The maximum weekly fee payable during the last financial year?	1180

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service users meetings

##### Service Environment

How many bedrooms at the service are single rooms?	9
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	8
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home provides extensive gardens with which service users are encouraged to use if they so wish. Service users are encouraged to socialise with each other within the grounds for such events as summer parties/BBQ's.
Provide details of any other facilities to which the residents have access	Regular activities are also held in the onsite activity centre at the front of Woodlands which is easily accessed via a pathway.

#### 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>Choice and involvement are key concepts within the home. Staff support people to achieve individual outcomes. Records evidence that since living in the home, people have made progress in a number of areas of their lives such as managing transitions, taking part in daily activities. People living in the home have benefitted from individualised support, which allows them to have periods of one-to-one support which enabled them to engage in activities or develop self-care/independence skills.</p> <p>These are some of the views taken from our most recent feedback forms which were completed by service users'.</p> <ul style="list-style-type: none"> <li>• "Good relationship with staff"</li> <li>• "Meals are nice"</li> <li>• "I like the pool table and television"</li> <li>• "Nice for staff to take me to Hobby Craft"</li> <li>• "Friendly staff"</li> <li>• "Meals are made"</li> <li>• "Go out on trips"</li> <li>• "Support with washing and laundry"</li> <li>• "Get all the help you need"</li> <li>• "Support with cleaning"</li> <li>• "Everything is great"</li> <li>• "All friendly people, helpful with cooking and cleaning"</li> <li>• "Happy as it is"</li> </ul> <p>These are some of the views taken from our most recent feedback forms which were completed by service users families/representatives.</p> <ul style="list-style-type: none"> <li>• "Knowing he is safe"</li> <li>• "Always easy to contact to provide me with reassurance"</li> <li>• "Thank you for keeping my brother so safe"</li> <li>• "Happy environment"</li> <li>• "Kind staff who know him well"</li> <li>• "Thank you for keeping him safe"</li> <li>• "Lovely place and lovely staff"</li> </ul> <p>Choice and involvement are key concepts within the home. The people we support contribute to the decisions that affect their lives and are regularly consulted on weekly menus or alternative options if it's not their preferred choice of meal. People are supported to engage in activities both in the home and within the wider community ensuring that they engage in activities of their choice. One page profiles are held in people's files which state what is important to the person and how best to support them. We strongly believe that we allow people to do things that matter to them to enable them to be active members of the community.</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>People are encouraged and supported to look after themselves as much as possible. People access universal and specialist health services. Annual health checks are undertaken by the local General Practitioner.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People living in the home are safeguarded from harm. It is our aim to provide a service that manages behaviours without the need for physical intervention by having competent staff that are able to be proactive in their approach to challenges. Physical intervention shall only be considered if there is a risk of injury to others, this should only be responded to in a way that keeps themselves and the person safe. Body maps are routinely completed whenever staff notice any marks or bruises. Mental capacity assessments are in place, and Deprivation of Liberty Safeguards authorisations. Seven of the current people living in Woodlands either has an authorisation in place or one has been applied for.</p> <p>Even though Dignity and respect can mean different things to different people it is about finding out how a person wants to be treated and ensuring we treat them that way each time, respecting their privacy and treating them as an individual. Safeguarding is included in staff supervisions and team meetings. Staff receive safeguarding training as part of their training plan, this is refreshed every three years. Online notifications are made to CIW and referrals made to the adult safeguarding team as appropriate.</p> <p>There is a whistleblowing policy in place which staff have access to should they need to raise a concern.</p> <p>The property is accessed via a locked gate with a buzzer entry system. People's safety and wellbeing is given high priority.</p>



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

The interior and exterior of the home is kept clean, pleasant and well maintained. The property comprises a large living/dining room with a number of chairs and settees and a large screen TV. Some people have chosen and bought their own comfortable chair, which they preferred to sit in. The dining area has adequate tables and chairs. Outside, the house has a good-sized enclosed garden so that people can enjoy spending time outdoors. There is adequate garden furniture to enable everyone to sit and relax outside should they choose to do so. There is a fixed external gazebo at the front of London House which was specifically purchased in order to safely facilitate family visits during the covid pandemic.

There are systems in place to ensure that the home is clean and that people's health and safety is assured. Daily and weekly health, safety, and cleaning tasks are carried out according to schedules. External assessments and servicing of fire equipment, and electrical equipment and take place as required. Some of the people living in the home have personal emergency evacuation plans.

People are offered the opportunity to go on short holidays either in this country or abroad with regular day trips to a variety of locations of their choice. They also go out shopping and for meals and local walks. The on-site activity centre provides an additional space for people to undertake a variety of activities such as art and crafts, weekly bingo, cookery sessions, playing board games, beauty sessions, watch movies and listen to music. Events and get-togethers such as a Summer and Christmas parties are held every year. People living in the home experience a range of leisure and social opportunities.

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)	10.32
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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
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### Deputy service manager

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

#### Filled and vacant posts

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

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

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

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

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### Other supervisory staff

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

Does your service structure include roles of this type?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervisory Skills Care Planning Emergency Aid Fire safety Awareness Epilepsy Diabetes
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift 8am 8pm 1 staff
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	8
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	4
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	7
Medicine management	8
Dementia	5
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Aid Fire Safety Awareness Diabetes Epilepsy
Contractual Arrangements	
No. of permanent staff	8
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)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift 9am-9pm 1 staff Day Shift 9am-6/9pm 1 staff Night Shift 9pm-9am 1 staff
<b>Staff Qualifications</b>	
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	3
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<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.	Activities Co-ordinator responsible for the on-site a ctivity centre Monday - Friday
<b>Filled and vacant posts</b>	
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	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Activity Planning Emergency Aid
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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