

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:	Bespoke Care Group Ltd	
The provider was registered on:	15/01/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Liberty House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	22/07/2021
	Responsible Individual(s)	Olivia Quarrell
	Manager(s)	Lisa Lewis
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service
	Colbourn Terrace	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	15/01/2020
	Responsible Individual(s)	Olivia Quarrell
	Manager(s)	Jayne Morris
	Maximum number of places	2
	Service Conditions	There are no conditions associated to this service
	Woodlands Terrace	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	29/05/2020
	Responsible Individual(s)	Olivia Quarrell
	Manager(s)	
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All training needs are based on the service and the package that is delivered. Each employee has a mandatory list of training and this is delivered via online learning and face2face. Additional training is then provided based on the Job role, service and delivery required. Each employees training is delivered during induction and then continued through out their employment.
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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

Staff recruitment has remained a challenge through out the sector . Recruitment is done on a when needed basis. The majority of our recruitment is done via indeed, there is a limitation of candidates out there that have the relevant experience and qualification. This is where the training element comes into play, to ensure that effective training is delivered to allow for the correct skill set to be gained. It is also very important for staff to feel valued and appreciated.

Service Profile

Service Details

Name of Service	Colbourne Terrace
Telephone Number	01792427077
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5000
The maximum weekly fee payable during the last financial year?	5000

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?	Every child has a voice and they have access to advocated service along with relevant contact information to make a complaint at any time. There is also access to complaint forms that are able to be completed without predigest. During the Reg 73 visits, children are also included and are able to contribute to delivery of the service.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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 property has a small area of the front of the property and it also has a small garden at the rear of the property.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance 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>	
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.	All young people in the service complete regular surveys regarding their care and how its delivered. They also have input on their care throughout their plans on how they would like to care that they receive to be delivered. They also have access to complaint procedures if they are not happy and advocate services.
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.	It's very important for any children within the service to receive an education and to learn social skills as well as development skills. There is important to have all children involved in any decision that is made to ensure full compliance. There are rules and boundaries put in place for every child to learn and develop. There is also consequence that are set, and every child has an input in to these and sign to say that they are happy and agree with them.
The extent to which people feel safe and protected from abuse and neglect.	All service users and staff are aware of their rights and whistleblowing is important and everyone is aware of how to use this. Ensuring that there is a strong support system in place for all involved within the service and ensure that communication and expectations are always clear. Ensure there are always positive relationships and high levels of monitoring at all times.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	It is always the intentions of bespoke care group to provide all service users with the best support for their wellbeing and to achieve measurable personal outcomes. This is done with providing essential living and independent skills.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
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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	8
	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	5
	Health & Safety	5
	Equality, Diversity & Human Rights	5
	Infection, prevention & control	5
	Manual Handling	0
	Safeguarding	5
	Medicine management	5
	Dementia	0
	Positive Behaviour Management	5
Food Hygiene	5	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSHH GDPR Self harming behaviours Medication Advanced	
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	6	

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)	7
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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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
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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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Refreshed Medication training
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	6
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)	7
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.	1 long day plus sleep, 1 long day and 1 waking night shift. The shift pattern is a rolling 2 week pattern with 6 shifts within the fortnight
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	7
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	8
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	0

Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSHH GDPR Self harming behaviours Medication Advanced
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	6
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)	7
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.	1 Long day plus sleep, 1 long day and 1 waking night shift. The shift pattern is 6 shifts with in the fortnight
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	7
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Liberty House
Telephone Number	01792699281
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	5000
The maximum weekly fee payable during the last financial year?	5000

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?	Every child has a voice, and they have access to advocated service along with relevant contact information to make a complaint at any time. There is also access to complaint forms that can be completed without predigest. During the Reg 73 visits, children are also included and can contribute to delivery of the service.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
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 property has a small area of the front of the property and it also has a small garden at the rear of the property.
Provide details of any other facilities to which the residents have access	None

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	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.	All young people in the service complete regular surveys regarding their care and how its delivered. They also have input on their care throughout their plans on how they would like to care that they receive to be delivered. They also have access to complaint procedures if they are not happy and advocate services.
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.	It's very important for any children within the service to receive an education and to learn social skills as well as development skills. There is important to have all children involved in any decision that is made to ensure full compliance. There are rules and boundaries put in place for every child to learn and develop. There is also consequence that are set, and every child has an input in to these and sign to say that they are happy and agree with them.
The extent to which people feel safe and protected from abuse and neglect.	All service users and staff are aware of their rights and whistleblowing is important and everyone is aware of how to use this. Ensuring that there is a strong support system in place for all involved within the service and ensure that communication and expectations are always clear. Ensure there are always positive relationships and high levels of monitoring at all times.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	It is always the intentions of bespoke care group to provide all service users with the best support for their wellbeing and to achieve measurable personal outcomes. This is done with providing essential living and independent skills.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
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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.

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSHH GDPR Self harming behaviours Medication Advanced
<p>Contractual Arrangements</p>	
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	6
<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)	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
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	4
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSH GDPR Self harming behaviours Medication Advanced
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	6
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 Long day plus sleep, 1 long day and 1 waking night. the shift pattern is 6 shifts within the fortnight as the rota is a rolling 2 week pattern.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3
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	4
No. of posts vacant	3
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	2

Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSHH GDPR Self harming behaviours Medication Advanced
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	6
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	1 Long day plus sleep, 1 long day and 1 waking night. the shift pattern is 6 shifts within the fortnight as the rota is a rolling 2 week pattern.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	

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

Service Details

Name of Service	Woodlands Terrace
Telephone Number	01792927651
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	5000
The maximum weekly fee payable during the last financial year?	5000

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?	Every child has a voice, and they have access to advocated service along with relevant contact information to make a complaint at any time. There is also access to complaint forms that can be completed without predigest. During the Reg 73 visits, children are also included and can contribute to delivery of the service.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The property has a small area of the front of the property and it also has a small garden at the rear of the property.

Provide details of any other facilities to which the residents have access	None
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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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance 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>	
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.	All young people in the service complete regular surveys regarding their care and how its delivered. They also have input on their care throughout their plans on how they would like to care that they receive to be delivered. They also have access to complaint procedures if they are not happy and advocate services.
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.	It's very important for any children within the service to receive an education and to learn social skills as well as development skills. There is important to have all children involved in any decision that is made to ensure full compliance. There are rules and boundaries put in place for every child to learn and develop. There is also consequence that are set, and every child has an input in to these and sign to say that they are happy and agree with them.
The extent to which people feel safe and protected from abuse and neglect.	All service users and staff are aware of their rights and whistleblowing is important and everyone is aware of how to use this. Ensuring that there is a strong support system in place for all involved within the service and ensure that communication and expectations are always clear. Ensure there are always positive relationships and high levels of monitoring at all times.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	It is always the intentions of bespoke care group to provide all service users with the best support for their wellbeing and to achieve measurable personal outcomes. This is done with providing essential living and independent skills.

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)	0

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	0
	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	1
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	1
	Medicine management	1
	Dementia	0
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Confidentiality Country lines Ligature Trauma ADHD Reporting and recording Fire Safety Risk Management and safer caring First aid COSHH GDPR Self harming behaviours Medication Advanced	
Contractual Arrangements		
No. of permanent staff	0	
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	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No