

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:	Cardiff Homecare Ltd	
The provider was registered on:	15/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Right at Home Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/04/2019
	Responsible Individual(s)	Joseph Guishard
	Manager(s)	Holly Jones
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Right at Home Newport	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/04/2019
	Responsible Individual(s)	Joseph Guishard
	Manager(s)	Holly Jones
Partnership Area	Gwent	
Service Conditions	There are no conditions associated to this service	

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We currently employ one training manager, who oversees all aspect of training for the company. We have also promoted a caregiver, to training assistant, to support with refresher training and competency checks in the community. Training dates are overseen with the use of a tracker, which highlights training due, to allow this to be booked in ample time before this date is due. During monthly management meetings, we identify these dates using the tracker, and book these in the month prior.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our Business Development Manager oversees all aspect of recruitment, with support from the Registered Manager and Recruitment and Retention officer. The BDM liaises with co-ordinators, to identify recruitment needs, and using several job platforms, advertise for these spaces. She is responsible for booking in and interviewing these staff, who if successful, are then handed over for onboarding by the Training Manager.

Service Profile

Service Details

Name of Service	Right at Home Cardiff
Telephone Number	02920794050
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Romanian Urdu

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	143
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	35

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	7
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Our clients are aware of how to voice any opinions they have regarding their care, and we have continued to support with this by ensuring 3 monthly reviews take place, alongside the sending of quarterly surveys and our daily communications with our clients to ensure they have ample opportunity for their voice to be heard. Any feedback from our Reg 73 reviews, or our quarterly surveys are actioned, we are always looking to improve as a company, to ensure the highest standard of care is delivered to our clients, and to ensure a happy workforce in the community.</p> <p>As part of the RI reports under the Reg 73, we have spoken to a cross section of our client group, and invited them to comment on how they feel about the care and support we provide, and us as a care provider generally. It has been made clear throughout their care that we promote person centred care, both at the initial assessment and in the ongoing reviews/communications once the package of care is up and running.</p>

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)	Yes
Other	No

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.

Feedback from People who use the service suggest they strongly believe that they are listened to and enabled to make choices. As a care provider we ensure that opportunities and initiatives are made available to individuals as part of their care pathway. Enabling individuals to have a choice in their care was evident throughout. Individuals as a whole feel empowered to make choices for themselves and to have guidance, advice and encouragement to do this by their CareGivers in a proactive manner. From the outset we ensure that clients and their representatives are fully involved in their care planning and have choice over how they want their care to be delivered. Communication needs are assessed at the onset of assessment which supports individuals to have choice and control, and we have embraced the Accessible Information Standard to ensure this. This approach is embedded within the training of our staff and ongoing refresher sessions.

Our Outcome Focussed Individual Personal Plans are structured into key sections, including health, medication, mental health, personal care, mobility and risks. When personal plans are developed, they are developed with the individual who will sign their consent to this plan. Relatives sign off personal plans on behalf of the individual where relevant in relation to mental capacity, ensuring a person-centred approach is taken to their care at all times.

Personal plan or risk assessments, are reviewed on a 3 monthly basis, involving the person, their relatives and staff. A record of the personal plan review is made, assessing whether outcomes were met. If outcomes are met then we work with the person to define new outcomes (if applicable), if outcomes were not met then we look at the reason why and address this.

Our annual clients survey showed that 93% of our clients stated that "their CareGiver makes a positive difference to their life and same percentage of clients responded that their CareGivers go above and beyond to make sure they get the support they need.

<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>Feedback from people who use the service say that they are happy about the support we provide in relation to their ongoing health, development, and wellbeing. It is only when engaging with people about health and wellbeing does one consider how it has impacted on them, listening to their stories and life journeys makes you realise that for some people life has not been great and that everything we can do to make it better, more fulfilling and healthier will have a consequential beneficial impact on health and wellbeing.</p> <p>Supporting independence is one of the fundamental principles upon which our service is based. However, this has to be balanced against the associated risks. Our approach to promote positive risk-taking as this enables people to be as independent as possible. We achieve this in personal planning and risk management, where we identify the persons outcomes and then together plan how we can support them to achieve these. Our team support many clients to attend various appointments that supports in maintaining their health and wellbeing and achieving a good quality of the life. Also, carers regularly support with their shopping needs, guiding and advising and taking on board the preferences of the client for all nutritional and hydration needs to support with maintaining a balanced diet, that is extremely important for health and wellbeing, emotional and physical welfare and overall quality of life and health maintenance.</p> <p>We support those who use our service to access healthcare services including GP, dentist, optician, mental health care, learning disability service, audiology, SALT as appropriate. As a company we support and encourage our clients to attend appointments where possible, providing flexibility with call times around existing appointments. We also support with sourcing alternatives that might suit individuals better e.g., home visit, telephone discussions etc. We never lose sight that individuals are fully entitled and within their rights to refuse any intervention, support, advice, guidance, and healthcare appointments and as a service we respect their choices and their decisions. We report this accordingly to the relevant parties so that it is recorded that a service and support has been offered along with the rationale for the client declining to take on board the opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Results from our annual survey identified that 93% of our client "very felt safe" and secure during their care visits. Our CareGivers receive training in safeguarding people from abuse and understand the importance of reporting any concerns they might have when visiting clients. We have been praised by the safeguarding team for our proactive approach to any concerns raised. We recognise that people need to feel safe in their homes and protected against abuse of any kind and as a care provider it is our role to be observant, vigilant, pay attention to detail and report accordingly and via the correct processes to ensure safety and security of an individual is always maintained.</p> <p>We ensure that our clients understand what is meant by feeling safe and each client is supplied with a Service User Guide, which details the reporting processes, should they have any concern, and points of contact both in and outside of the company.</p> <p>With our open and transparent culture and working ethos we encourage our workforce and our clients/client representatives to report any concerns or worries they might have. This reinforces to them that we take all issues raised very seriously and our clients' wellbeing, safety and security is our priority. 100% of our workforce stated in our annual survey results that they feel comfortable reporting any concerns (e.g. safeguarding) to supervisor or another member of staff.</p> <p>Clients and next of kin have told us that their team of carers are kind, caring and professional, and they feel confident that their loved ones are being cared for by such a great team. They also feel supported by the office team. Our clients know that they are being safeguarded and that our CareGivers and us as a company will always go the extra mile to ensure they feel safe in their own homes and surrounding environment.</p> <p>There have been 6 safeguarding referrals over last 6 months, with no further actions from any.</p> <p>As a learning organisation we take on board the outcomes of any investigation would arise and put in place improvements accordingly, however we have been praised regarding our approach to any safeguarding's raised, as a proactive company with thorough and swift responses to anything raised. Whatever the outcomes and the actions identified we action and implement, monitor, and evaluate and in turn improve our overall service delivery on all levels.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	144
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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	3
	Health & Safety	3
	Equality, Diversity & Human Rights	3
	Manual Handling	3
	Safeguarding	3
	Dementia	3
Positive Behaviour Management	3	
Food Hygiene	3	

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Any training needs identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training for caregivers attending a client living with Parkinson's. Courses we have provided in the past financial year in addition are;</p> <p>Sensory Loss awareness Parkinson's awareness Autism Awareness</p> <p>We have access to a comprehensive training programme on our online platform, My Learning Cloud, so any additional training needs will be available on this platform. Should they not be, our training manager will source them externally, and put together training support programmes for the team.</p> <p>We also have training specific to leadership and management based roles, and so all management level staff are supported to attend courses related to this, facilitated by our national office.</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>1</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>1</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager</p>	<p>2</p>
<p>No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager</p>	<p>4</p>
<p>Deputy service manager</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>3</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>3</p>

Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Any training needs identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training for caregivers attending a client living with Parkinson's. Courses we have provided in the past financial year in addition are;</p> <p>Sensory Loss awareness Parkinson's awareness Autism Awareness</p> <p>We have access to a comprehensive training programme on our online platform, My Learning Cloud, so any additional training needs will be available on this platform. Should they not be, our training manager will source them externally, and put together training support programmes for the team.</p> <p>We also have training specific to leadership and management based roles, and so all management level staff are supported to attend courses related to this, facilitated by our national office.</p>
Contractual Arrangements	
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)	3
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	3
Other supervisory staff	
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	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Any training needs identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training for caregivers attending a client living with Parkinson's. Courses we have provided in the past financial year in addition are;</p> <ul style="list-style-type: none"> Sensory Loss awareness Parkinson's awareness Autism Awareness <p>We have access to a comprehensive training programme on our online platform, My Learning Cloud, so any additional training needs will be available on this platform. Should they not be, our training manager will source them externally, and put together training support programmes for the team.</p>
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	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?	No

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Caregiver Purpose of the position To provide personal, practical, social and emotional support to people in their own homes, in a way that respects the dignity of the individual and promotes independence. The support provided by Caregivers is that which would normally be undertaken by a caring relative and must not include tasks which would normally be undertaken by a qualified nurse.
Filled and vacant posts	
No. of staff in post	90
No. of posts vacant	5
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	90
Health & Safety	90
Equality, Diversity & Human Rights	90
Manual Handling	90
Safeguarding	90
Dementia	90
Positive Behaviour Management	90
Food Hygiene	90
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	90
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	61
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)	1
No. of part-time staff (16 hours or under per week)	84
Staff Qualifications	
No. of staff who have the required qualification	16
No. of staff working toward required/recommended qualification	21

Service Details

Name of Service	Right at Home Newport
Telephone Number	02920794050
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Romanian Urdu Slovakian

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	56
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	35

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Our clients are aware of how to voice any opinions they have regarding their care, and we have continued to support with this by ensuring 3 monthly reviews take place, alongside the sending of quarterly surveys and our daily communications with our clients to ensure they have ample opportunity for their voice to be heard. Any feedback from our Reg 73 reviews, or our quarterly surveys are actioned, we are always looking to improve as a company, to ensure the highest standard of care is delivered to our clients, and to ensure a happy workforce in the community.</p> <p>As part of the RI reports under the Reg 73, we have spoken to a cross section of our client group, and invited them to comment on how they feel about the care and support we provide, and us as a care provider generally. It has been made clear throughout their care that we promote person centred care, both at the initial assessment and in the ongoing reviews/communications once the package of care is up and running.</p>

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>Feedback from People who use the service suggest they strongly believe that they are listened to and enabled to make choices. As a care provider we ensure that opportunities and initiatives are made available to individuals as part of their care pathway. Enabling individuals to have a choice in their care was evident throughout. Individuals as a whole feel empowered to make choices for themselves and to have guidance, advice and encouragement to do this by their CareGivers in a proactive manner. From the outset we ensure that clients and their representatives are fully involved in their care planning and have choice over how they want their care to be delivered. Communication needs are assessed at the onset of assessment which supports individuals to have choice and control, and we have embraced the Accessible Information Standard to ensure this. This approach is embedded within the training of our staff and ongoing refreshers sessions.</p> <p>Our Outcome Focussed Individual Personal Plans are structured into key sections, including health, medication, mental health, personal care, mobility and risks. When personal plans are developed, they are developed with the individual who will sign their consent to this plan. Relatives sign off personal plans on behalf of the individual where relevant in relation to mental capacity, ensuring a person-centred approach is taken to their care at all times.</p> <p>Personal plan or risk assessments, are reviewed on a 3 monthly basis, involving the person, their relatives and staff. A record of the personal plan review is made, assessing whether outcomes were met. If outcomes are met then we work with the person to define new outcomes (if applicable), if outcomes were not met then we look at the reason why and address this.</p> <p>Our annual clients survey showed that 93% of our clients stated that "their CareGiver makes a positive difference to their life and same percentage of clients responded that their CareGivers go above and beyond to make sure they get the support they need.</p>
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<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>Feedback from people who use the service say that they are happy about the support we provide in relation to their ongoing health, development, and wellbeing. It is only when engaging with people about health and wellbeing does one consider how it has impacted on them, listening to their stories and life journeys makes you realise that for some people life has not been great and that everything we can do to make it better, more fulfilling and healthier will have a consequential beneficial impact on health and wellbeing.</p> <p>Supporting independence is one of the fundamental principles upon which our service is based. However, this has to be balanced against the associated risks. Our approach to promote positive risk-taking as this enables people to be as independent as possible. We achieve this in personal planning and risk management, where we identify the persons outcomes and then together plan how we can support them to achieve these. Our team support many clients to attend various appointments that supports in maintaining their health and wellbeing and achieving a good quality of the life. Also, carers regularly support with their shopping needs, guiding and advising and taking on board the preferences of the client for all nutritional and hydration needs to support with maintaining a balanced diet, that is extremely important for health and wellbeing, emotional and physical welfare and overall quality of life and health maintenance.</p> <p>We support those who use our service to access healthcare services including GP, dentist, optician, mental health care, learning disability service, audiology, SALT as appropriate. As a company we support and encourage our clients to attend appointments where possible, providing flexibility with call times around existing appointments. We also support with sourcing alternatives that might suit individuals better e.g., home visit, telephone discussions etc. We never lose sight that individuals are fully entitled and within their rights to refuse any intervention, support, advice, guidance, and healthcare appointments and as a service we respect their choices and their decisions. We report this accordingly to the relevant parties so that it is recorded that a service and support has been offered along with the rationale for the client declining to take on board the opportunity.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Results from our annual survey identified that 93% of our client "very felt safe" secure during their care visits. Our CareGivers receive training in safeguarding people from abuse and understand the importance of reporting any concerns they might have when visiting clients. We have been praised by the safeguarding team for our proactive approach to any concerns raised. We recognise that people need to feel safe in their homes and protected against abuse of any kind and as a care provider it is our role to be observant, vigilant, pay attention to detail and report accordingly and via the correct processes to ensure safety and security of an individual is always maintained.</p> <p>We ensure that our clients understand what is meant by feeling safe and each client is supplied with a Service User Guide, which details the reporting processes, should they have any concern, and points of contact both in and outside of the company.</p> <p>With our open and transparent culture and working ethos we encourage our workforce and our clients/client representatives to report any concerns or worries they might have. This reinforces to them that we take all issues raised very seriously and our clients' wellbeing, safety and security is our priority. 100% of our workforce stated in our annual survey results that they feel comfortable reporting any concerns (e.g. safeguarding) to supervisor or another member of staff.</p> <p>Clients and next of kin have told us that their team of carers are kind, caring and professional, and they feel confident that their loved ones are being cared for by such a great team. They also feel supported by the office team. Our clients know that they are being safeguarded and that our CareGivers and us as a company will always go the extra mile to ensure they feel safe in their own homes and surrounding environment.</p> <p>There have been 6 safeguarding referrals over last 6 months, with no further actions from any.</p> <p>As a learning organisation we take on board the outcomes of any investigation would arise and put in place improvements accordingly, however we have been praised regarding our approach to any safeguarding's raised, as a proactive company with thorough and swift responses to anything raised. Whatever the outcomes and the actions identified we action and implement, monitor, and evaluate and in turn improve our overall service delivery on all levels.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 40

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	1
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	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.	<p>Any training identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training to carers attending a client living with Parkinson's. Courses we have provided the past financial year include;</p> <ul style="list-style-type: none"> Sensory loss awareness Parkinson's awareness Dementia awareness Autism awareness <p>We have access to an Elearning cloud which allows us to put on training for anything highlighted by our team, including managerial/leadership courses.</p>	
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Any training identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training to carers attending a client living with Parkinson's. Courses we have provided the past financial year include;</p> <ul style="list-style-type: none"> Sensory loss awareness Parkinson's awareness Dementia awareness Autism awareness <p>We have access to an Elearning cloud which allows us to put on training for anything highlighted by our team, including managerial/leadership courses.</p>
<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)	3
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	3
Other supervisory staff	
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	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Any training identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training to carers attending a client living with Parkinson's. Courses we have provided the past financial year include; Sensory loss awareness Parkinson's awareness Dementia awareness Autism awareness
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Caregiver Purpose of the position To provide personal, practical, social and emotional support to people in their own homes, in a way that respects the dignity of the individual and promotes independence. The support provided by Caregivers is that which would normally be undertaken by a caring relative and must not include tasks which would normally be undertaken by a qualified nurse.
Filled and vacant posts	
No. of staff in post	40
No. of posts vacant	10
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	40
Health & Safety	40

Equality, Diversity & Human Rights	40
Manual Handling	40
Safeguarding	40
Dementia	40
Positive Behaviour Management	40
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Any training identified for specific caregivers attending specific clients is arranged. For example, we have provided additional training to carers attending a client living with Parkinson's. Courses we have provided the past financial year include; Sensory loss awareness Parkinson's awareness Dementia awareness Autism awareness
Contractual Arrangements	
No. of permanent staff	30
No. of Fixed term contracted staff	10
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	30
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)	9
No. of part-time staff (16 hours or under per week)	30
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	10