

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:	Cynefin Care Ltd	
The provider was registered on:	28/03/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cynefin Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/03/2022
	Responsible Individual(s)	Katherine Jewell
	Manager(s)	
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Cynefin Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/03/2022
	Responsible Individual(s)	Katherine Jewell
	Manager(s)	Katherine Jewell
Partnership Area	Cwm Taf Morgannwg	
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	Our Induction Training is a mix of online and classroom training. The online training is provided by an accredited company which can map the learning into the All Wales Induction Framework and the core qualification within the QCF. The training covers the main mandatory elements required within an induction and also offers 11 separate courses for the care workers expand their knowledge. The Welsh Manual Handling Passport is taught within a classroom environment with specialist equipment.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise on Indeed for specific locations where we either require more staff to cover existing work or where we know from our interactions with commissioners that there is an unmet need. We also advertise via our Facebook page and occasionally via LinkedIn. We offer a £150 Recruitment Referral bonus for any of our team who refer a friend to our employment (payable after 3 months are completed). Once an enquiry is received we liaise with the candidate to arrange a suitable date for interview.

Service Profile

Service Details

Name of Service	Cynefin Care Ltd
Telephone Number	03300436467
What is/are the main language(s) through which your service is provided?	English Medium
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?	58
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.21
The maximum hourly rate payable during the last financial year?	24.00

Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	0
Number of complaints upheld	7
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The Responsible Individual is working within the service on a day-to-day basis so is able to be monitoring and have full oversight of the service at all times. The Responsible Individual arranges visits to the customers and where appropriate, family, other professional and any other person the customer wishes to be involved. These arrangements are made with the service user directly or with next of kin if the person lacks capacity. The meetings take place in the customer's home so that the RI can review the documentation with in the home. Quarterly reviews at the service users home also take place every three months followed by an annual review. These reviews collate feedback regarding care being delivered, time compliance and continuity of care worker, outcomes and overall satisfaction. This information is collated and used to make changes within the service.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

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

We listened to our service users every day and care workers feedback to management on changes requested for example additional services such as an additional tea call or assistance with physio exercise so that these can be incorporated in the care plan and instructions in conjunction with the commissioning agency.

There are many governing tools that we use to encourage engagement with people involved with the service these include; Quarterly RI Visits - These reports I produced every quarter check level and look at all aspects of the business to identify good practice and improvements required. The RI also visits service users regularly and talks face to face with care staff to hear their views and opinions of the service.

Quarterly service user reviews- these visits are completed by Senior staff. the review involves discussing the level of satisfaction with the service delivered including the level of continuity, consistency of times, duration of calls and the care being delivered.

Care planning- All care plans are developed in a person's centered way involving the service user and their family or representative. The care plan is written in the words of the service user and all instruction to care workers are written in the first person for example please "assist me to dress, I will choose my own clothes from the wardrobe in the back bedroom' Having the service users voice within the care planning gives the service user control and choices over the care that is being delivered to them.

Log book auditing - we regularly audit log books and read the notes care workers have written. Through reading the notes we can evidence that service users are given choice and that their voices are heard.

We have researched and built trusting relationships with voluntary agencies within The communities we provide care. These include befriending groups, dementia choirs and Luncheon clubs. We offer the opportunities to engage with voluntary services to our service users and assist them in accessing these services.

The Responsible individual has a regular presence at the service and works directly with people within the community. People who use the service tell us they feel listened to and the management team are very approachable.

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.

The service has conducted 120 reviews with service users and representatives. In these reviews customers are asked to rate the service in relation to how happy they are with the service being provided.

67% have reported they are Satisfied with the service provided. 33% have reported they are Very Satisfied with the service provided.

We have received comments from service users and representatives during reviews such as;

"I am very happy with the care i am receiving. Since you have been providing my care i am improving the strength in my legs and doing laps round the dining room table"

"They are all excellent and since the care workers have been coming i have been able to access my shower regularly. I am really happy"

On every visit care workers are prompted to report on the health and well being of a service user and these notes are collated and available in real time for management or families to view on our systems. In addition we have a "pinned note" Facility which allows care workers to pen priority notes on the front of that person's visit so that carers who follow to that person can immediately see any changes in relation to a person's health and well being.

We also receive regular feedback from commissioners, social workers and contract monitoring teams in relation to service user satisfaction and wellbeing. for example;

" X is very happy with how the service is delivered, X commented that the managers are very involved and there is a good consistency of staff."

"The care workers know X and go above and beyond" Examples were given that X always looks smart and one of the care workers had taken the time to paint X nails. Care staff know the clients preferences and how X likes The pillows arranged when X gets up in the morning.

The service also engages with other health professionals and assesses service users needs and health changes we support by engaging the correct team to support. We have received feedback from district nursing teams; chiropodists one of whom stated " They are like a new pair of feet amazing!"; A mental health team regarding a person with dementia and the monitoring of behaviours and mood whilst Trailing antipsychotic medication.

Feedback from service users and relatives regarding support with health and overall well being has been good with people feeling like they are supported to access health care in a number of ways for example contacting GPs and pharmacies on their behalf to ensure medication is ordered.

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

All staff receive safeguarding training before going out to work and even during their initial interview questions that asked to establish whether they would feel comfortable reporting concerns. Service users feel safe as they know The people who care and support them as we protect the continuity of care by keeping small teams working in defined areas.

During reviews we have received comments such as "I always know my care workers are coming" and a family member wrote "when you're away and things don't go to plan it's a relief to know that X has such kind generous people looking after X"

We use a quality and diversity training within our initial induction and our culture as a company is one of inclusiveness we expect all our staff and service users to feel free from any former discrimination and we also encourage staff to protect our service users and their families from any former discrimination including age discrimination.

We use the Herbert Protocol when required as part of the planning of care. This is a form that can be filled in and contains a list of information to help the police if a person goes missing including medication required, contact numbers, familiar places that a person may visit and also contains a picture of that person.

We conduct a risk assessment Prior to care commencement which focuses on the current safe Delivery of service to a service user. By using risk assessments such as bed rail, medication, falls, skin integrity and mobility risk assessments. We are able to measure the current safety of the service user and are able to make recommendations such as Locked boxes for medication, falls alarms, Door sensors or engage the services of other health professional to address issues that may cause harm.

We received comments from a district nurse team thanking The care workers for their vigilant reporting of a service users skin. This helped the district nurse team manage the service user's skin integrity and prevented harm being caused by pressure damage.

Service users confirm to us in reviews that they feel safe and care workers where personal protective equipment during their calls to prevent the risk of infection. Service users confirm that they are clear on how to raise concerns and the communication between them and the management team is good.

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) 20

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?	No
	Deputy 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	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.

Raising concerns and Whistleblowing
Mental Capacity Act - In practice.
Nutrition and wellbeing
Personal Care Volume 1&2
Medication Administration
Fire Safety
Role as a Homecarer
Risk assessment
Infection prevention and control
GDPR for care workers
Lone Worker

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
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker
<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>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>	
<p>Filled and vacant posts</p>	
No. of staff in post	24
No. of posts vacant	5
<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	29
Health & Safety	29
Equality, Diversity & Human Rights	29
Manual Handling	29
Safeguarding	29
Dementia	29
Positive Behaviour Management	29
Food Hygiene	29
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker</p>
<p>Contractual Arrangements</p>	
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	29
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	10
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.	Admin & Recruitment Assistant Responsible for collating recruitment documents, references and booking the relevant training. Compiling the staff files. Call monitoring and producing the weekly compliance report for the Responsible individual. Registration of care workers and organising QCF qualifications through third party provider.
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
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.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker
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	Cynefin Care Ltd
Telephone Number	03300436467
What is/are the main language(s) through which your service is provided?	English Medium
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?	42
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.90
The maximum hourly rate payable during the last financial year?	24.00

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	10
Number of complaints partially upheld	2
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?	The Responsible Individual is working within the service on a day-to-day basis so is able to be monitoring and have full oversight of the service at all times. The Responsible Individual arranges visits to the customers and where appropriate, family, other professional and any other person the customer wishes to be involved. These arrangements are made with the service user directly or with next of kin if the person lacks capacity. The meetings take place in the customer's home so that the RI can review the documentation with in the home. Quarterly reviews at the service users home also take place every three months followed by an annual review. These reviews collate feedback regarding care being delivered, time compliance and continuity of care worker, outcomes and overall satisfaction. This information and feedback is collated and used to make changes within the service.

Communicating with people who use the service

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

Other	Yes
List 'Other' forms of non-verbal communication used	Flash Cards

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We listened to our service users every day and care workers feedback to management on changes requested for example additional services such as an additional tea call or assistance with physio exercise so that these can be incorporated in the care plan and instructions in conjunction with the commissioning agency.

There are many governing tools that we use to encourage engagement with people involved with the service these include; Quarterly RI Visits - These reports I produced every quarter check and look at all aspects of the business to identify good practice and improvements required. The RI also visits service users regularly and talks face to face with care staff to hear their views and opinions of the service.

Quarterly service user reviews- these visits are completed by Senior staff. the review involves discussing the level of satisfaction with the service delivered including the level of continuity, consistency of times, duration of calls and the care being delivered.

Care planning- All care plans are developed in a person's centred way involving the service user and their family or representative. The care plan is written in the words of the service user and all instruction to care workers are written in the first person for example please "assist me to dress, I will choose my own clothes from the wardrobe in the back bedroom' Having the service users voice within the care planning gives the service user control and choices over the care that is being delivered to them.

Log book auditing - we regularly audit log books and read the notes care workers have written. Through reading the notes we can evidence that service users are given choice and that their voices are heard.

We have researched and built trusting relationships with voluntary agencies within The communities we provide care. These include befriending groups, dementia choirs and Luncheon clubs. We offer the opportunities to engage with voluntary services to our service users and assist them in accessing these services.

The Responsible individual has a regular presence at the service and works directly with people within the community. People who use the service tell us they feel listened to and the management team are very approachable.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The service has conducted 56 reviews with service users and representatives. In these reviews customers are asked to rate the service in relation to how happy they are with the service being provided. 71% have reported they are Satisfied with the service provided. 29% have reported they are Very Satisfied with the service provided. We have received comments from service users and representatives during reviews such as; "I don't know what i would do without the care workers, they are my lifeline" and "I am finally getting out of bed to have a shower the care workers have achieved this for me" On every visit care workers are prompted to report on the health and well being of a service user and these notes are collated and available in real time for management of families to view on our systems. In addition we have a "pinned note" facility which allows care workers to pen priority notes on the front of that person's visit so that carers who follow to that person can immediately see any changes in relation to a person's health and well being. We also receive regular feedback from commissioners, social workers and contract monitoring teams in relation to service users satisfaction and wellbeing. for example; "X is so settled since you have taken over the care. X loves the small team of care workers and looked a completely different person when i visited him yesterday" The service also engages with other health professionals and assesses a service users needs and health changes we support by engaging the correct team to support. We have received feedback from Occupational Therapist, District Nurses and Doctors, one who said " Please thank the care workers who stayed and waited with X for my visit. I didn't know X and their input helped me greatly to make a diagnoses" Feedback from service users and relatives regarding support with health and overall well being has been good with people feeling like they are supported to access health care in a number of ways for example contacting GPs and pharmacies on their behalf to ensure medication is ordered.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff receive safeguarding training before going out to work and even during their initial interview questions that asked to establish whether they would feel comfortable reporting concerns. Service users feel safe as they know The people who care and support them as we protect the continuity of care by keeping small teams working in defined areas. During reviews we have received comments such as "i no longer have anxiety knowing you are coming" and "I feel really safe with the care workers, i now use my hoist which i haven't used in two years" We use a quality and diversity training within our initial induction and our culture as a company is one of inclusiveness we expect all our staff and service users to feel free from any former discrimination and we also encourage staff to protect our service users and their families from any former discrimination including age discrimination. We use the Herbert Protocol when required as part of the planning of care. This is a form that can be filled in and contains a list of information to help the police if a person goes missing including medication required, contact numbers, familiar places that a person may visit and also contains a picture of that person. We conduct a risk assessment Prior to care commencement which focuses on the current safe Delivery of service to a service user. By using risk assessments such as bed rail, medication, falls, skin integrity and mobility risk assessments. We are able to measure the current safety of the service user and are able to make recommendations such as Locked boxes for medication, falls alarms, Door sensors or engage the services of other health professional to address issues that may cause harm. We received comments from a doctor who said "the quick actions of the care staff saved X's life" Service users confirm to us in reviews that they feel safe and care workers wear personal protective equipment during their calls to prevent the risk of infection. Service users confirm that they are clear on how to raise concerns and the communication between them and the management team is good.</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) 19

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?	No
	Deputy 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	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.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker	
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
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	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
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.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Manual Handling	22
Safeguarding	22
Dementia	22
Positive Behaviour Management	0
Food Hygiene	22

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker
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	22
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	13
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.	Admin & Recruitment Assistant Responsible for collating recruitment documents, references and booking the relevant training. Compiling the staff files. Call monitoring and producing the weekly compliance report for the Responsible individual. Registration of care workers and organising QCF qualifications through third party provider.
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
Manual Handling	1
Safeguarding	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.	Raising concerns and Whistleblowing Mental Capacity Act - In practice. Nutrition and wellbeing Personal Care Volume 1&2 Medication Administration Fire Safety Role as a Homecarer Risk assessment Infection prevention and control GDPR for care workers Lone Worker
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0