

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:	Domcare@fieldbay limited	
The provider was registered on:	26/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Domcare@Fieldbay Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	27/05/2020
	Responsible Individual(s)	Paula Lewis, Angela Singh
	Manager(s)	Rebecca Hammacott
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Domcare@fieldbay ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/04/2019
	Responsible Individual(s)	Angela Singh, Paula Lewis
	Manager(s)	Jessica Hearne
	Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service	

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	There is a dedicated Learning and Development department which arranges and monitors all staff training. New staff undertake a five day induction which includes: Safeguarding, Professional boundaries, Therapies and Dysphagia, Active Support, Health and Safety, Food Safety, infection Control, PBS, Manual Handling and Medication Administration. In post staff have an online training system which offers further training and refresher courses, mandatory and specialised which is monitored.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a People and Culture team that manage this aspect. Posts are advertised via various platforms including the companies website. Recruitment has been ongoing and successful and there are no few deficit hours within the service. Recruitment is discussed on a monthly basis in a business review meeting and necessary steps are taken to recruit more staff if deficits are identified. Retention is good across the service and this is monitored on a monthly basis. There are various staff benefits

Service Profile

Service Details

Name of Service	Domcare@Fieldbay Limited
Telephone Number	01792771850
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?	37
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.54
The maximum hourly rate payable during the last financial year?	20.54

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?	<p>People being supported have a monthly "my meeting" where they are consulted about their care needs and way the service is operated, they are encouraged to raise issues and suggest ways the delivery of care and support could be improved. Also group meetings are held on a quarterly bases which allows the opportunity for discussion re the operation of the service.</p> <p>Also during my RI visits, which are at least once monthly, I always speak to people to ascertain how they feel about their quality of life and how things could be improved for them in the service.</p> <p>Finally there was a satisfaction survey completed during the last financial year which captured the thoughts of the people we support and which allowed them to comment on the standard of care etc. they received</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	Yes
British Sign Language (BSL)	No
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.

The people we support engage in "my meetings" every month where they have the opportunity to express how they would like to be supported and what interest and hobbies etc, they would like to pursue. They also have quarterly house meetings where people can discuss as a group what improvements can be made in the home and how they can be better supported. By regularly reviewing care plans I am able to see that people are involved in their care planning as it is clear that their "voice" runs through them and their likes, dislikes etc are recorded and acted upon. Where people are unable to express their wishes relatives are consulted and they are able to advise on past preferences where applicable etc. There is a co-production lead in the service whose role it is to support people to achieve their well-being goals whether educational, hobbies, interest, events and activities. In the last financial year a satisfaction survey was conducted by an independent company which gave the people we support the opportunity to express how happy they were with the support they received.

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.

In an independent survey 78% of people stated they were supported with their mental health needs and other health issues. 75% of relatives surveyed stated that they feel their relative is supported to exercise and to access the external health services they need.

We maintain electronic care records that are accessible to all relevant in-house staff who are supporting individuals. These records serve as a comprehensive resource for information regarding the care and support provided. In the event of accidents or incidents, each occurrence is assessed for severity, and an email notification is automatically dispatched to both the manager of the service and myself as the Responsible Individual. Action is taken to respond immediately to the needs of the individual whether it's a call out to external professionals or our "in-house" specialist team i.e. clinical nurses, occupational therapists, physiotherapist, manual handlers etc. to ensure that whatever ongoing support is needed is delivered in a timely way and the situation is monitored and reviewed on a regular basis.

To ensure accurate and up-to-date documentation, our dedicated staff use tablet devices to record the details of care in real-time. This approach enables efficient monitoring and facilitates effective communication among the care team.

In recognition of the importance of overall health and well-being, we ensure that all the individuals we support are registered with a General Practitioner. As part of their care, we request annual health checkups.

We communicate with the NHS and social services to ensure the ongoing effectiveness of care and support plans. We work closely to ensure that the plans are regularly updated, aligning with any changing needs or circumstances. When necessary, we make referrals to our own Multi-Disciplinary Team (MDT), drawing upon specialised services such as Positive Behaviour Support, Physiotherapy, or Occupational Therapy.

In the unfortunate event that an individual we support requires hospitalization, we take proactive measures to ensure continuity of care. We provide a Hospital Passport, which contains important information about the person's support needs. Whenever feasible, we strive to maintain the presence of our staff to provide continued assistance and support during the hospital stay.

The people we support are encouraged to engage in healthy activities whenever possible e.g. they can access an in-house hydrotherapy pool and gym once a week and are encouraged

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

When surveyed 91% of people being supported stated they felt safe in their home with 87% stated that the home met their needs.

To ensure a comprehensive understanding of our values and practices, we provide all staff members with a comprehensive five-day induction program. This program covers essential topics such as diversity, rights, safeguarding, and positive behaviour support.

Recognising the importance of ongoing training, we have a dedicated Learning and Development team responsible for providing training sessions and ensuring staff training is up to date around essential training like safeguarding is regularly refreshed. This service has a Learning and Development "partner" who visits the service regularly making sure staff have the knowledge, skills and abilities to perform their duties to a high standard. This ensures that continuous professional development remains accessible to all staff, allowing them to enhance their skills and knowledge in areas relevant to their roles.

We prioritise the implementation of positive behaviour support within the service and have our own dedicated positive behaviour support team. Additionally, we are subscribed to the restraint reduction network, aligning our practices with the principles of minimizing the use of physical interventions. Physical interventions are only employed when prescribed by an accredited positive behaviour support (PBS) practitioner, ensuring that the utmost care and expertise are exercised in these situations.

Transparency and accountability are fundamental values within the service and so if mistakes occur, we adopt a candid and open approach, promptly referring ourselves to safeguarding and CIW. Safeguarding training is provided to all staff members, empowering them to effectively recognise and respond to safeguarding concerns.

All incidents and accidents are promptly reported to the senior management team, enabling a swift response and appropriate actions. Once safeguarding procedures have concluded, we conduct thorough root-cause investigations to identify any underlying factors and implement measures to prevent similar incidents in the future. If safeguarding procedures are necessary the person affected is supported to contribute in the process to the best of their abilities.

Regular reviews of support hours are conducted to ensure that our care plan obligations are met effectively. We collaborate with social services and the NHS to secure the necessary resources required

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) 85

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	professional boundaries Compassionate management - Leadership management Level 1 Award in First Aid for Mental Health Wales Safeguarding Procedure - Adult at Risk Fire training Managing meetings Managing difficult conversations

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Professional Boundaries Active support Mental Health Data protection
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional boundaries Active support Autism Data protection Mental Health Medication administration Epilepsy awareness
<p>Contractual Arrangements</p>	
No. of permanent staff	6
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)	6
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	6
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	67
No. of posts vacant	7

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	60
Health & Safety	60
Equality, Diversity & Human Rights	60
Manual Handling	60
Safeguarding	60
Dementia	60
Positive Behaviour Management	60
Food Hygiene	60
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries. Active support. Autism Data Protection Mental Health

Contractual Arrangements

No. of permanent staff	31
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	25
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	11

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Co-production lead - this staff member supports people with their tenancy i.e. helping them to complete tenancy paperwork, supporting them with benefit claims. This staff member also completes the "my meetings", sitting with the people we support to discuss how they want to fulfil their well being outcomes, what vocational courses they may like to do or any interests or hobbies they want to pursue. This staff member then supports them to achieve their goals. There is currently a vacant post for an activities coordinator. This role is supporting people with all things leisure i.e. events and activities both in the community and in-house There is also an administrator who carries out all office tasks
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional boundaries training. Active support training
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	2
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	Domcare@fieldbay ltd
Telephone Number	01792 784081
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?	21
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.54
The maximum hourly rate payable during the last financial year?	20.54

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?	<p>An independent satisfaction survey was conducted during the last financial year which gave people the opportunity to express their views on all things to do with the operational aspect of the service they live in.</p> <p>The people we support have monthly "my meetings" and quarterly house meetings where they can raise any issues and make any suggestions to do with the care and support they receive and the operation of the service. There is a coproduction lead in the service whose responsibility it is to consult with people on a very regular basis ascertain what vocational interests, hobbies or activities they would like to pursue and also if there are any operational concerns they want to raise.</p> <p>Myself as the RI visits the services on a regular basis to consult with people and ascertain how they feel they are being supported and what improvements they can suggest for how the service could be improved. The people we support are always involved in deciding on refurbishments.</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.

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.

The people we support engage in "my meetings" every month where they have the opportunity to express how they would like to be supported and what interest and hobbies etc, they would like to pursue. They also have quarterly house meetings where people can discuss as a group what improvements can be made in the home and how they can be better supported. By regularly reviewing care plans I am able to see that people are involved in their care planning as it is clear that their "voice" runs through them and their likes, dislikes etc are recorded and acted upon. I also visit the services at least once monthly which gives me the opportunity to speak to the people we support about their lived experience and how they feel the support they receive could be improved/changed to better meet their needs. The people we support are involved in the interviewing of staff where appropriate so that they have a say in the people employed to support them. They ask potential recruits questions etc. Where people are unable to express their wishes relatives are consulted and they are able to advise on past preferences where applicable etc. There is a co-production lead in the service whose role it is to support people to achieve their well being goals whether educational, hobbies, interest, events and activities. In the last financial year a satisfaction survey was conducted by an independent company which gave the people we support the opportunity to express how happy they were with the support they received.

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.

In an independent survey 78% of people stated they were supported with their mental health needs and other health issues. 75% of relatives stated that they feel their relative is supported to exercise and to access the external health services they need.

We maintain electronic care records that are accessible to all relevant staff who are supporting individuals. These records serve as a comprehensive resource for information regarding the care and support provided. In the event of accidents or incidents, each occurrence is assessed for severity, and an email notification is automatically dispatched to both the manager of the service and myself as the Responsible Individual. Action is taken to respond immediately to the needs of the individual whether it's a call out to external professionals or our "in house" specialist team i.e. clinical nurses, occupational therapists, physiotherapist, manual handlers etc. to ensure that whatever ongoing support is needed is delivered in a timely way and the situation is monitored and reviewed on a regular basis.

To ensure accurate and up-to-date documentation, our dedicated staff use tablet devices to record the details of care in real-time. This approach enables efficient monitoring and facilitates effective communication among the care team.

In recognition of the importance of overall health and well-being, we ensure that all individuals we support are registered with a General Practitioner and dentist and annual health checkups are completed.

We communicate with the NHS and social services to ensure the ongoing effectiveness of care and support plans. We work closely to ensure that the plans are regularly updated, aligning with any changing needs or circumstances. When necessary, we make referrals to our own Multi-Disciplinary Team (MDT), drawing upon specialised services such as Positive Behaviour Support, Physiotherapy, or Occupational Therapy.

In the unfortunate event that an individual we support requires hospitalization, we take proactive measures to ensure continuity of care. We provide a Hospital Plan, which contains important information about the person's support needs. Whenever feasible, we strive to maintain the presence of our staff to provide continued assistance and support during the hospital stay.

The people we support are encouraged to engage in healthy activities e.g. they can access an in house hydrotherapy pool and gym once a week and are encouraged to participate in healthy eating.

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

When surveyed 91% of people being supported stated they felt safe in their home with 87% stated that the home met their needs.

To ensure a comprehensive understanding of our values and practices, we provide staff with a comprehensive five-day induction program. This program covers essential topics such as diversity, rights, safeguarding, and positive behaviour support. Recognising the importance of ongoing training, we have a dedicated Learning and Development team responsible for providing training sessions and ensuring staff training is up to date around essential training like safeguarding. This service has a Learning and Development “partner” who visits the service regularly making sure staff have the knowledge, skills and abilities to perform their duties to a high standard.

This ensures that continuous professional development remains accessible to all staff, allowing them to enhance their skills and knowledge in areas relevant to their roles.

We prioritise the implementation of positive behaviour support within the service and have our own dedicated positive behaviour support team. Additionally, we are subscribed to the restraint reduction network, aligning our practices with the principles of minimizing the use of physical interventions. Physical interventions are only employed when prescribed by an accredited positive behaviour support (PBS) practitioner, ensuring that the utmost care and expertise are exercised in these situations.

Transparency and accountability are fundamental values within the service and so if mistakes occur, we adopt a candid and open approach, promptly referring ourselves to safeguarding and CIW. Safeguarding training is provided to all staff members, empowering them to effectively recognise and respond to safeguarding concerns.

All incidents and accidents are promptly reported to the senior management team, enabling a swift response and appropriate actions. Once safeguarding procedures have concluded, we conduct thorough root-cause investigations to identify any underlying factors and implement measures to prevent similar incidents in the future. If safeguarding procedures are necessary the person affected is supported to contribute in the process to the best of their abilities.

Regular reviews of support hours are conducted to ensure our care plan obligations are met effectively. We collaborate with social services and the NHS to secure the necessary resources required to meet people's needs and keep them safe.

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) 42

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Level 1 in First Aid for mental health, Fire training Managing meetings Compassionate leadership

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	managing meetings supervision Compassionate leadership
<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	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	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	4
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Shift leader training Professional boundaries Data protection Autism epilepsy awareness
Contractual Arrangements	
No. of permanent staff	6
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)	4
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	31

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	25
Equality, Diversity & Human Rights	25
Manual Handling	25
Safeguarding	31
Dementia	0
Positive Behaviour Management	31
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional boundaries Autism Data Protection Fire training
<p>Contractual Arrangements</p>	
No. of permanent staff	31
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)	25
No. of part-time staff (17-34 hours per week)	6
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	31
No. of staff working towards the required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No