

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:	E&G SENIOR CARE LIMITED	
The provider was registered on:	16/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Right at Home Bridgend and Vale of Glamorgan	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/11/2018
	Responsible Individual(s)	Gabriela Ablorsu
	Manager(s)	Nicola Langdon
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Right at Home Bridgend and Vale of Glamorgan	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/11/2018
	Responsible Individual(s)	Gabriela Ablorsu
	Manager(s)	Nicola Langdon
	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	Training plans are developed for individual members of staff in addition to mandatory training for all members. We successfully supported our staff during the last year and we are pleased that despite the challenging time related to the pandemic, we never compromised on the quality of training of our staff and supported our staff to comply with Social Care Wales registration timelines and requirements.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Right at Home seeks to recruit people who share our values, embrace our approach to provide high quality and consistent care. We invest time to ensure that we recruit the people with the right behaviour and attitude, who demonstrate dignity and respect towards individuals, their colleagues and other professionals. Despite the challenges last year related to the pandemic, we sustained our client's portfolio and even recorded growth and also satisfy our staff with the expected hours of work.

Service Profile

Service Details

Name of Service	Right at Home Bridgend and Vale of Glamorgan
Telephone Number	01656767422
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum hourly rate payable during the last financial year?	20
The maximum hourly rate payable during the last financial year?	25

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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?	<p>We engage with individuals who use our services on a formal and informal basis. For consulting people, we operate with different arrangements. Our organisation is active on different levels of communication and also is active on different online platforms.</p> <ul style="list-style-type: none"> - Annual clients and staff survey RightCare via WorkBuzz - In-person meetings with clients and their representatives we support every 3 months - various types of communication - phone calls, emails, text messaging - Forums and meetings with the Social workers, and Local authority, and other professionals ; attendance in person or online - Events - internal within the national network of Right at Home UK or external from the partner organisations as charities or the Local Authority - Digital media - website, Facebook, Twitter and Facebook

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.

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, not only at the time of initial assessment, but also on a day-to-day basis by working closely with their care team. 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 and during initial assessment 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. 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.

Personal plan or risk assessment, 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 100% of our clients stated that "their CareGiver makes a positive difference to their life and same percentage of clients responded that their CareGivers have an excellent understanding of their care needs. Moreover, 100% agree that their CareGiver is a caring person and treat them with respect.

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.

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. People have commented that without the support provided by our service they "would not be here anymore". It is only when engaging with people about their 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.

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.

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. 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.

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

Results from our annual survey identified that 100% of our client felt safe and secure during their care visits. Our CareGivers receive training in safeguarding people from abuse and understand the importance of reporting any little concerns they might have when visiting clients. Something small or out of the ordinary could be hiding something far more serious and damaging. 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.

We ensure that our clients understand what is meant by feeling safe and each client is supplied with a Guide to Services, which details the reporting processes, should they have any concern. 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. We work with other professionals and raise areas of concern with Safeguarding teams and will always seek advice when necessary. 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.

Clients and family members have told us that our team is warm, friendly and also skilled so this in itself makes for a good working relationship and one that instils safety and security. Our clients know that they are being protected and that our CareGivers and us as a company would never see them suffer in any way and will always go the extra mile to ensure they feel safe in their own homes and surrounding environment.

As a learning organisation we take on board the outcomes of any investigation would arise and put in place improvements accordingly. This can take the form of additional training, increase in supervision and spot checks, more regular reviews of a client, more detailed report writing etc. 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.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 10

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
<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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing Challenging Behaviour First Aid 2 days Right at Home UK annual conference of Registered Managers for compliance and updates
<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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<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	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.	In house Right at Home compulsory training Managing Challenging Behaviour First Aid

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification 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?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	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.	Managing Challenging Behaviours First Aid

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification 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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

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

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

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

Induction	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.	Induction Training Right at Home training, elearning My Learning Cloud - compulsory courses
<div style="border: 1px solid green; padding: 5px;">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: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	12
No. of posts vacant	2
<div style="border: 1px solid green; padding: 5px;">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'.</div>	
Induction	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14

Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In house Right at Home training 5 days
Contractual Arrangements	
No. of permanent staff	12
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	10
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)	8
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	5
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Right at Home Bridgend and Vale of Glamorgan
Telephone Number	01656767422
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81
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Fees Charged

The minimum hourly rate payable during the last financial year?	20
The maximum hourly rate payable during the last financial year?	27

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We engage with individuals who use our services on a formal and informal basis. For consulting people, we operate with different arrangements. Our organisation is active on different levels of communication and also is active on different online platforms.</p> <ul style="list-style-type: none"> - Annual clients and staff survey RightCare via WorkBuzz - In-person meetings with clients and their representatives we support every 3 months - various types of communication - phone calls, emails, text messaging - Forums and meetings with the Social workers, and Local authority, and other professionals ; attendance in person or online - Events - internal within the national network of Right at Home UK or external from the partner organisations as charities or the Local Authority - Digital media - website, Facebook, Twitter and Facebook

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, not only at the time of initial assessment, but also on a day-to-day basis by working closely with their care team. 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 and during initial assessment 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. This approach is embedded within the training of our staff and ongoing refresher 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.</p> <p>Personal plan or risk assessment, 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 100% of our clients stated that "their CareGiver makes a positive difference to their life and same percentage of clients responded that their CareGivers have an excellent understanding of their care needs. Moreover, 100% agree that their CareGiver is a caring person and treat them with respect.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>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. People have commented that without the support provided by our service they "would not be here anymore". 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. 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. 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>

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

Results from our annual survey identified that 100% of our clients felt safe and secure during their care visits. Our CareGivers receive training in safeguarding people from abuse and understand the importance of reporting any little concerns they might have when visiting clients. Something small or out of the ordinary could be hiding something far more serious and damaging. 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.

We ensure that our clients understand what is meant by feeling safe and each client is supplied with a Guide to Services, which details the reporting processes, should they have any concern. 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. We work with other professionals and raise areas of concern with Safeguarding teams and will always seek advice when necessary. 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.

Clients and family members have told us that our team is warm, friendly and also skilled so this in itself makes for a good working relationship and one that instils safety and security. Our clients know that they are being protected and that our CareGivers and us as a company would never see them suffer in any way and will always go the extra mile to ensure they feel safe in their own homes and surrounding environment.

As a learning organisation we take on board the outcomes of any investigation would arise and put in place improvements accordingly. This can take the form of additional training, increase in supervision and spot checks, more regular reviews of a client, more detailed report writing etc. 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.

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? 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
<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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Management Challenging 2 Day Right at Home UK Registered Manager conference for compliance and update
<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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<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	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.	Induction training Right at Home , e Learning My Learning Cloud - compulsory courses First Aid Managing Challenging Behaviour

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	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.	First Aid Managing Challenging Behaviour

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

Senior social care workers providing direct care

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

Filled and vacant posts

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

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

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

Induction	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.	Induction training Right at Home, eLearning My learning Cloud - mandatory modules
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	20
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16

Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	In house Right at Home training 5 days
Contractual Arrangements	
No. of permanent staff	20
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	17
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)	6
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
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?	No