

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:	Elan Assisted Living Services Limited	
The provider was registered on:	21/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Elan Specialist Residential Care Service	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/06/2018
	Responsible Individual(s)	Craig Jones
	Manager(s)	Lucy Jones
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Elan Specialist Supported Living Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/06/2018
	Responsible Individual(s)	Craig Jones
	Manager(s)	Lucy Jones
	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	<p>Training needs of staff are identified during spot check and supervision, which allow us and the staff to decide the appropriate training, this is done through the following:</p> <ul style="list-style-type: none"> • Care Skills Academy online training solutions who offer a full range of accredited courses including the care certificate, all mandatory training as well as specialised training courses. • Staff are enrolled to complete a QCF qualification with Penguin QCF training provider. • Training programme run by the local authority
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>As a company, we utilise several methods for recruiting staff, these include:</p> <ul style="list-style-type: none"> • Job advertisements on Indeed. • Posting current vacancies on social media. • Recommendations from current staff <p>Staff are retained through a number of company benefits, healthy work life balance and a manageable workload.</p>

Service Profile

Service Details

Name of Service	Elan Specialist Residential Care Service
Telephone Number	01443691724
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?	4
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	1350.67
The maximum weekly fee payable during the last financial year?	1614.18

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>During the previous financial year the following arrangements were in place to consult with those who use the service;</p> <ol style="list-style-type: none"> 1. Service users within the residential premises attended meetings with management and staff to be an active part in all decisions that are made. 2. Service users are involved in their 3 monthly care plan reviews that allow them to have a say of how they feel the package is going, and highlight any concerns or changes they may feel are necessary. 3. Service users are also contacted by management on a regular basis to provide feedback on how they rate the service. 4. RI visits also take place to allow the people using our services to provide feedback or bring up any issues they wish to raise.

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Garden area accessed via steps to rear of premises, in the garden area there is a patio area that provides comfortable furniture and a built in BBQ for summer activities. There is also an area where we have previously situated a temporary pool for service users to use. 500 yards from the premises there is access to the river walk, this is a walk way that runs alongside the river Taff. 300 yards from the premises is community gardens that are accessible as well as access to the Taff trail.
Provide details of any other facilities to which the residents have access	Leicester House promotes large en-suite bedrooms with televisions and digital TV. It houses to separate lounge areas that have computer facilities, computer games, full range of DVDs and books, wifi access, sky TV, Netflix, Disney plus as well as prime television. There are facilities for indoor creative activities as well as display boards for any art works created. There is a full kitchen that service users have full access to, although supervised for safety reasons. 300 yards up the road is a community centre that allows any residents to swim, attend the gym or use the cafe as and when they wish. 50 yards from the front door is access to public transport that links to merthyr Tydfil then centre. There is a post office right next door, a social club opposite, 2 local convenience stores, a chip shop, Chinese, barbers and pharmacy all within 100 yards from the property

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	<p>Service users have their voices heard in the following ways;</p> <ul style="list-style-type: none"> • Service users are given the opportunity to attend regular house meetings. • Service users are encouraged to contribute to the decoration of personal and communal areas of the home. • Service users complete their own shopping and decide what meals they eat. • Service users are given the choice of activities that they would like to participate in and what holidays they wish to go on. • Service users are encouraged to be involved in care plan reviews where appropriate. <p>A review of staffing levels, staff training and qualifications presents a picture of a well-resourced and competent team who is able to meet the needs of the service users at Leicester House. Staff have their voices heard through regular staff meetings and supervisions.</p> <p>During Regular RI visits to the home some of the service users enjoy telling me about the activities they have been doing, visitors and how they are doing.</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>Service users are kept well informed with any concerns regarding their health and well-being. Regular reviews, which include the service users, give a good understanding of their wellbeing. Staff at the home ensure that all routine medical appointments for service users are adhered to, staff always accompany service users and provide transport to attend appointments. A big part for the well being of service users is regular contact with family, staff always mention that service users are happier after family visits. With this in mind service users are regularly accompanied by staff to go and visit their families where family are unable to visit the home. During my visits service users always make a point of informing me what family members they have seen recently.</p> <p>During my visits to the home I have witnessed positive relationships between staff and service users and supportive conversations between staff and managers, staff have commented that management are very supportive and always available if there are any concerns. When speaking to the service users about how they feel about residing at Leicester House the answer is always a resounding, very happy.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are Rigorous recruitment policies in place that are followed, there are also regular and consistent reviews supervisions and spot checks</p> <p>There is evidence that staff are aware of safeguarding issues and the training matrix shows that all staff have received safeguarding training during their induction and is reviewed regularly. Staffing levels are continuously reviewed and adapted to meet the needs of the service users. All staff are familiar with the service users</p> <p>There are good relationships between staff, management, service users and family members so people feel they are able to confide in staff and know who they can call if there are any queries.</p> <p>Staff are aware of the safeguarding app but refresher training to be given in house on using the app.</p> <p>Service users are kept well informed of their rights and have access to information on advocacy services should they require.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>During my visits the home is always clean and feels homely, furniture is in good condition and the décor is bright and modern, most visitors to the home also share this feeling, staff regularly receive positive comments the condition of the communal areas.</p> <p>There are 2 communal living rooms both with Sky Tv, there is also equipment in both rooms to support the service user's leisure activities such as computers, books and games. Each room also has a personal TV/ DVD player and WIFI is available throughout the building.</p> <p>Every service user has an en-suite bathroom in their room, there is currently ongoing work to upgrade all of showers and cubicles in the rooms, at the time of writing all occupied rooms have had their work completed.</p> <p>The garden has been neglected during the winter months but plans are in place to revitalise this space in time for the summer months.</p> <p>In summary, the home provides a good standard of accommodation which is well furnished and maintained to a high standard, service users also have access to a range of resources to support their leisure time.</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)

8

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

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?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

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
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Staff normally work 12 hour shifts, 2 staff on days and 1 staff member on nights, this is for our current occupancy and staffing levels are continuously reviewed to reflect the needs of the service users. Times for the days are 7:00am to 7:00pm and nights are 7:00pm to 7:00am. Staff normally work a 3 days on and 3 days off. One of these staff would be a senior</p>

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>4</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>4</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Staff normally work 12 hour shifts, 2 staff on days and 1 staff member on nights, this is for our current occupancy and staffing levels are continuously reviewed to reflect the needs of the service users. Times for the days are 7:00am to 7:00pm and nights are 7:00pm to 7:00am. Staff normally work a 3 days on and 3 days off.</p>

Staff Qualifications	
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
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator - to undertake all administrative duties, including but not limited to; preparation of staff rotas annual leave requirements contract monitoring invoicing
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
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR level 1 and 2
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	Elan Specialist Supported Living Service
Telephone Number	01443691600
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?	59
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	22.80
The maximum hourly rate payable during the last financial year?	22.80

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>During the previous financial year the following arrangements were in place to consult with those who use the service;</p> <ol style="list-style-type: none"> 1. Service users are involved in their 3 monthly care plan reviews that allow them to have a say of how they feel the package is going, and highlight any concerns or changes they may feel are necessary. 2. Service users are also contacted by management on a regular basis to provide feedback on how they rate the service. 3. RI visits also take place to allow the people using our services to provide feedback or bring up any issues they wish to raise
---	---

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Service users and their families have their voices heard in the following ways;</p> <ul style="list-style-type: none"> • Service users and family members of the service are consulted with in regards to any aspect of their care planning and outcomes. • Due to Elan operating an open-door policy, service users and their families have the facility to speak with a manager 24 hours a day about any concerns they may have. • Service users and families are an essential participant in all reviewing processes <p>Due to the small area Elan operates and a majority of the staff employed locally, there can be issues where service users and staff are known to each other, in this case service users and their families are consulted on their preference of staff and any changes made where possible.</p> <p>A review of staffing levels, staff training and qualifications presents a picture of a well-resourced and competent team who is able to meet the needs of the service users they care for in the community. Staff have their voices heard through regular staff meetings and supervisions.</p> <p>During Regular RI visits in the community service users and their families are always full of praise for the staff that provide care to them or their family, they say that staff are always on time for calls and in the rare occasion they are not they are always informed by management of any delays. Service users and their families also stated that they know how to contact the office with any issues and complaints they may have.</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>Service users and their family are kept well informed with any concerns regarding their health and well-being. Regular reviews, which include the service users, give a good understanding of their wellbeing. Staff are able to support service users with accessing district nurse, GP and any other professionals they may need. Regular reviews allow service user and families to feedback any concerns that they may have.</p> <p>During my visits to the community I have witnessed positive relationships between staff and service users and supportive conversations between staff and managers, staff have commented that management are very supportive and always available if there are any concerns. When speaking to the service users and families about how they feel about the care they receive the reply is always excellent and always comment on the consistency of care from the staff, so as that service users and families know most of the staff by name.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There are Rigorous recruitment policies in place that are followed, there are also regular and consistent reviews supervisions and spot checks.</p> <p>There is evidence that staff are aware of safeguarding issues and the training matrix shows that all staff have received safeguarding training during their induction and is reviewed regularly. Staffing levels are continuously reviewed and adapted to meet the needs of the service users. All staff are familiar with the service users.</p> <p>There are good relationships between staff, management, service users and family members so people feel they are able to confide in staff and know who they can call if there are any queries.</p> <p>Staff are aware of the safeguarding app but refresher training to be given in house on using the app.</p> <p>Service users are kept well informed of their rights and have access to information on advocacy services should they require.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>40</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>1</p>

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.	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR

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	3
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?	Yes
---	-----

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>2</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>2</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>0</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager</p>	<p>3</p>
<p>No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager</p>	<p>0</p>
<p>Other supervisory staff</p>	

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	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
---	---

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	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)	11
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
----------------------	--

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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	27
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	27
Health & Safety	27
Equality, Diversity & Human Rights	27
Manual Handling	27
Safeguarding	27
Dementia	27
Positive Behaviour Management	27
Food Hygiene	27

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff participate in continuous online training, most staff have completed or are currently completing the following;</p> <ul style="list-style-type: none"> • Professional Boundaries • Basic Life Support • COSHH • Behaviours That Challenge • Depression • Diabetes Awareness • End of Life • Falls Awareness • Hand Hygiene • Autism • Appraisal • Anxiety • Care Planning • Complaints Handling • Dysphagia • Epilepsy Awareness • Stroke Awareness • Risk Assessment • Dignity in Care • Eating Disorders • Lone Working • Managing Continence • Oral Care • Sepsis • Self-Harm • Recording Information • Supervision • Catheter Care • GDPR Stage One • GDPR Stage Two • Information Governance • Legionnaires' Disease • LGBT Aware for Care • Motor Neurone Disease • Multiple Sclerosis • Nutrition and Hydration • Parkinson's Disease • Pressure Area Care • Learning Disability • Manual Handling of Objects • Mental Capacity Act and DOLS • Person Centred Care • Personal Care • Prevent Extremism and Radicalisation • RIDDOR
--	---

<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>27</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>15</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>8</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>4</p>

<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>23</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>4</p>

<p>Other types of staff</p>	
-----------------------------	--

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.	Administrator - to undertake all administrative duties, including but not limited to; preparation of staff rotas annual leave requirements contract monitoring invoicing
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR level 1 and 2
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