

# 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:	Empower Support Limited	
The provider was registered on:	29/05/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hraeth House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/01/2022
	Responsible Individual(s)	Catherine McAndrew
	Manager(s)	
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
	Empower Support	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/05/2020
	Responsible Individual(s)	Catherine McAndrew
	Manager(s)	Emily Fender
	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	We follow the mandatory training as recommended by SCW and CIW. Additional to this, we offer mental health-specific courses that are relevant to the people we support. If any of our service users have physical health issues that our staff need to be aware of, further training on this is sourced. Training needs/wishes are discussed at our monthly team meetings, where we offer in-house training and case discussions. Further individual training needs are identified in supervision.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have recruited as and when needed by various means - staff referrals, Indeed, approaching the local University, social media. Staff retention has fortunately not been a problem. We place great emphasis on supporting staff to have a good work/life balance and a rate of pay that is above the national living wage, including enhancements. Management are always contactable so that our staff feel supported, and we discuss new referrals as a team before accepting.

## Service Profile

Service Details

Name of Service	Empower Support
Telephone Number	07534246891
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 at this time. Information can be provided in other languages on request.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	42.40

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?	The RI has picked up some support visits herself in order to build a relationship with some of the individuals who use our service (this has been beneficial for when she has been on call). Any comments/suggestions made are explored during the formal visits. As part of the Quality of Care Review, surveys are sent out every 6 months. The surveys contain closed questions/statements that can be scored, as quantitative information is easier to analyse on a large scale. They also contain space for any comments of any description that people would like to make. The offer is left for people to leave their contact details if they would like a response to the answers in their survey (but is not mandatory as most people like to remain anonymous).

Communicating with people who use the service

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

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.

- Within the support planning and review documentation, it is evident that the individual's opinion is a key component. Each support plan is person centred, their goals noted, and the support is constructed around these.
- The Quality of Care survey shows that people largely feel involved in the decisions around their care, and are an integral part in the care planning process. Support plan reviews are held frequently and the people we support are actively involved in this process- it measures their satisfaction with the service and their progress and recovery across the last quarter in a few different ways. Clients have the opportunity to answer freely but also give 1-5 score ratings also if verbally expressing their opinions is difficult for them.
- Outcomes from the Councils' Contract Monitoring Visits around individual choice echo what was found in the Quality of Care Review.
- Advocacy referrals are made where appropriate to support people when faced with decisions.
- Clients feel that they are able to contact the senior management team and do so via the on-call phone. This can be for various reasons such as to let us know about upcoming appointments, to change their call times to facilitate social activities or to give verbal feedback or gain information such as which carer they are seeing that day. We have established open lines of communication with service users and they feel comfortable communicating with the team in this way.
- During review we ask clients about their preferences with regards to carers they wish to see more or less frequently and facilitate this to the best of our ability.
- We encourage clients to be honest about their support needs and how these are best met to their wider care and support team and highlight any unmet needs they feel that they to their care managers. We have found that whilst basic needs are met in most packages of care a lot of clients feel their social and emotional needs are not. This has led to clients requesting additional 'flexi time' to access the community with staff greatly boosting their social and emotional wellbeing.

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.

- We request medical and other reviews as necessary, and support our clients to attend these appointments. Following on from any appointments, we adjust support plans where needed
- Working within the financial constraints of the service purchasers, we still try to allocate as many hours as possible to meaningful occupation as opposed to just basic care tasks
- Health promotion by way of encouraging smoking reduction and cessation and support to do this if wanted.
- Staff support clients to access other primary care professionals such as chiropodists, podiatrists, physios and the GP as and when required.
- Clients are supported by staff to book and attend regular screening tests such as cervical, breast and bowel screenings. Clients have fed back that without staff reassurance and support they would not have attended these screenings.
- Clients are supported to attend depot clinic and physical health monitoring clinics in the CMHTS.
- Shopping support can be provided to purchase and plan healthy meals if shopping time is within the care plan. Clients in support plan reviews have reported improvements in their diet and loss of additional weight as a result of this support.
- Food and fluid offered and encouraged at every call and contact.
- Staff pass on information about local groups and projects to encourage people we support to access them and boost their social network.
- When utilising 'flexi time' staff promote this time to be utilised for positive experiences that have a beneficial impact on their overall health and wellbeing such as beach walks, accessing green spaces, social interactions such as attending coffee shop and groups and other activities of individual preference.
- Staff provide support to remain abstinent or cut down on alcohol consumption and encourage the purchase of healthier alternatives such as 0% alcohol free drinks- same applies to 'energy drinks'.

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

- The results from the Quality of Care survey show that people largely feel safe with their support workers, and are confident that they will advocate for them as necessary
- Information voiced during formal visits shows that people feel "looked after" by their support workers and that they feel free to ask for help
- Safeguarding referrals are made by Empower on a relatively regular basis
- Evidenced by police involvement where we have felt a client has been at immediate risk
- Clients have built trusting therapeutic relationships with staff where they feel safe to make disclosures of abuse and know that that it will be treated with the gravity and due care and respect needed.
- Staff had made referrals to MARRAC and domestic violence liaison officers within the local authority to protect clients from their partners, relatives and other individuals.
- Staff attend AAR meetings regarding clients to formulate plans to keep people safe and pass this information back to the clients involved to ensure that they feel part of the plan and safe as a result of the plan.
- Clients feel that they can phone the manager on call to discuss and report incidents or for follow-up emotional support post safeguarding meetings or discussions with their care manager.

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
	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.	Our Service Manager is an RMN, and is currently going through the higher levels of QCF to attain her management qualification.
	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?	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
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The two seniors have completed additional training around a variety mental illnesses.</p> <p>One has a particular interest in training, and is currently going through a train-the-trainer programme.</p>
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	0
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	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Mental Health Self-Harm Depression Eating Disorders Anxiety Lone Working COSHH Substance Misuse Behaviours that Challenge Substance Misuse</p> <p>Staff are also given additional training depending upon the needs of the people they visit, such as Epilepsy Awareness, Catheter Care, Diabetes Awareness and Learning Disabilities</p>
Contractual Arrangements	
No. of permanent staff	5
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	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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

9

No. of staff working towards the required/recommended qualification

4

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	Hiraeth House
Telephone Number	07534246891
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 used routinely. Interpreting services will be employed as required.

## Service Provision

### People Supported

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

2

### Fees Charged

The minimum weekly fee payable during the last financial year?

2056.67

The maximum weekly fee payable during the last financial year?

2181.67

### 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?

The first Quality of Care review has just begun as this service has only been open a few months.

The RI visits at least monthly and chats to the residents about their experiences. Their wishes/requests are incorporated as far as possible, taking into account any individual legal restrictions.



Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
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	There is a paved patio area at the rear of the house. Due to our city centre location, we always encourage our residents to go out into the community as much as possible.
Provide details of any other facilities to which the residents have access	All bedrooms have a queen sized bed with ensuite shower room. There is a shared, but large kitchen with breakfast bar that essentially has two kitchens in one (two sinks, two ovens etc). There is an adjoining utility room which house washing machines and dryers for our residents to do their own laundry. There is one communal lounge with a wide-screen TV, and another with a Playstation 5 for those who enjoy computer games. The latter also contains a dining table.

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 <a href="#">guidance</a> 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>	<ul style="list-style-type: none"> <li>• Within the support planning and review documentation, it is evident that the individual's opinion is a key component. Each support plan is person centred, their goals noted, and the support is constructed around these.</li> <li>• Support plan reviews are held frequently and the people we support are actively involved in this process- it measures their satisfaction with the service and their progress and recovery across the last quarter in a few different ways. Clients have the opportunity to answer freely but also give 1-5 score ratings also if verbally expressing their opinions is difficult for them.</li> <li>• Reports from the Councils' Contract Monitoring Visits commented on the collaborative working.</li> <li>• Advocacy referrals are made where appropriate to support people when faced with decisions.</li> <li>• Allocating key workers is done in collaboration with the residents as we feel it is beneficial for people to have a staff member who they have a positive relationship with.</li> <li>• Every Friday, staff construct a weekly planner of activity with each resident for the following week. Residents choose whatever activities they'd like to do, and any additional staffing is arranged around their choices.</li> <li>• Once a month we hold a residents' meeting, giving them a chance to voice anything they'd like. We then hold a staff meeting later the same day, where any requests made from the residents are discussed so that we can incorporate their suggestions as far as possible.</li> </ul>

<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>	<ul style="list-style-type: none"> <li>• We request medical and other reviews as necessary, and support our clients to attend these appointments. Following on from any appointments, we adjust support plans where needed.</li> <li>• Meaningful occupation is a large part of our ethos, however we recognise that individuals with mental illness can lack day-to-day motivation. We try to counter this by offering a variety of activities that we think might appeal to each person.</li> <li>• Health promotion by way of encouraging smoking reduction and cessation and support to do this if wanted.</li> <li>• Staff support clients to access other primary care professionals such as chiropodists, podiatrists, physios and the GP as and when required.</li> <li>• Clients are supported by staff to book and attend regular screening tests such as cervical, breast and bowel screenings. Clients have fed back that without staff reassurance and support they would not have attended these screenings.</li> <li>• Clients are supported to attend depot clinic and physical health monitoring clinics in the CMHTS.</li> <li>• Shopping support can be provided to purchase and plan healthy meals if shopping time is within the care plan.</li> <li>• Staff pass on information about local groups and projects to encourage people we support to access them and boost their social network.</li> <li>• Staff encourage 1:1 time to be utilised for positive experiences that have a beneficial impact on their overall health and wellbeing such as beach walks, accessing green spaces, social interactions such as attending coffee shops and groups and other activities of individual preference.</li> <li>• Staff provide support to remain abstinent or cut down on alcohol consumption and encourage the purchase of healthier alternatives such as 0% alcohol free drinks- same applies to 'energy drinks'.</li> <li>• As it is a new service, our first Quality of Care Review has not been completed, however during the monthly formal visits, the residents have spoken to the RI about their time at Hiraeth House. They are forthcoming in asking for whatever they'd like (e.g. Netflix subscription, Playstation games etc).</li> </ul>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> <li>• Information voiced during formal visits shows that people feel "looked after" by the support workers and that they feel free to ask for help</li> <li>• Safeguarding referrals are made as required.</li> <li>• We maintain close links with the Care Managers, where we handover any concerns, and discuss any new relationships the residents may have made with people in the community.</li> <li>• Clients have built trusting therapeutic relationships with staff where they feel safe to make disclosures of abuse and know that that it will be treated with the gravity and due care and respect needed.</li> <li>• Clients feel that they can speak to the manager and the support staff to discuss and report incidents or for follow-up emotional support post safeguarding meetings or discussions with their care manager.</li> </ul>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Our accommodation is geared towards quite a specific group of people, i.e. those with mental health problems who currently require 24-hour residential care, but are on their way towards more independent living. Their short-term goals vary and are much more person-centred, however the long-term and overall goal is always the same – to gain the skills required to move on.

We have a high staff to resident ratio with a skilled and enthusiastic team who are keen to facilitate whatever the residents would like to achieve. They each have their own bedroom with ensuite shower room that they are supported to keep clean. They are similarly supported to do their own laundry and participate in some household chores over the week to demonstrate that they have some of the skills required to maintain a future tenancy.

The home is in central Swansea which, although such a central location isn't for everyone, those who choose to live here appreciate what the location has to offer. We are within short walking distance of the train station and the main bus station, as well as a 30 second walk from the bus stop of a central route. We are likewise around the corner from the local CMHT, depot clinic and Clozapine clinic. This allows our residents some independence as they can easily access local services. The cinema, shops and restaurants are also extremely close to the property which encourages our residents to pop out regularly and engage in the community.

Hiraeth House was only recently renovated, so the property itself remains in "like new" condition. The residents are welcome to change the wall colours and move in their own furniture. We have broadband with boosters on each floor, so that the residents have constant access to the internet for both leisure and educational purposes. We have two lounges so that one can be used as a more private space for visitors, however our residents tend to prefer meeting their relatives in the local cafes.

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) 5

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	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
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Our manager is a Registered Mental Health Nurse, so the training has been focussed around management and leadership skills (Level 5 QCF).

#### 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?	No
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#### Nursing care staff

Does your service structure include roles of this type?	No
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#### 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?	No
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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health Self-Harm Depression Eating Disorders Anxiety Lone Working Behaviours That Challenge COSHH Substance Misuse Learning Disabilities Epilepsy Awareness
<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	4
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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>We have one permanent night worker as this suits her personal life. The rest of the team do a mixture of early shifts (07:00 - 14:30) and late shifts (14:30 - 21:00), with a turn on nights (20:30 - 07:30) every few weeks. We do not have a set/rolling rota, as our current team prefer a more flexible approach so that their outside commitments can be met.</p> <p>Our staff:resident ratio is 1:2 by day, and 1:3 by night.</p>
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
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	4
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?	No