

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:	Expanding Horizons Ltd	
The provider was registered on:	31/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Expanding Horizons Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/08/2018
	Responsible Individual(s)	Alison Cooling
	Manager(s)	Zoe Evans
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Panorama Bungalow	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/08/2018
	Responsible Individual(s)	Alison Cooling
	Manager(s)	Lauren Blanning
	Maximum number of places	6
	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 have developed an extensive staff training program, including induction, e-learning and workshops. We use a master training matrix to identify needs and track progress, and an in-house trainer delivers tailored programs. In addition, training needs are also identified in individual's performance reviews, either to refresh and enhance existing skills or develop new ones to benefit service users and their own professional development.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff wellbeing is paramount, we created a People Culture & Wellbeing Team to ensure we dedicate more time to recruitment & retention, & to supporting colleagues. We made the application process more accessible by extending interview hours. Our CRM system helps manage employment checks, while a 30-hour 'shadow' period helps staff familiarize themselves with policies and procedures. Quarterly engagement surveys monitor culture and workforce sentiment and identify areas we can improve.

Service Profile

Service Details

Name of Service	Expanding Horizons Ltd
Telephone Number	01495 616007
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?	39
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.50
The maximum hourly rate payable during the last financial year?	33.65

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	2
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>We have various arrangements in place to consult with the people who use our services and to gather their feedback on our operations. These arrangements include: Interviews - we conduct practical interviews with service users to ensure they have opportunity to contribute to important recruitment decisions.</p> <p>QCR Surveys - We conduct formal monthly quality of care reviews. These reviews include feedback from people who use our services and their representatives, as well as input from our staff members and other stakeholders.</p> <p>Service User Sessions - We conduct weekly 1:1 sessions where people are encouraged to discuss their support and accommodation. These sessions are facilitated by staff, and they provide an opportunity for people to share thoughts and feedback on our service and operations.</p> <p>Going forward - part of our plan for the next 12 months is to establish a Service Representative Forum where people will take an active role in developing our policies and processes.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Individual communication passports are developed for people with complex needs to ensure they can communicate their wishes as effectively as possible

The Responsible Individual must prepare the statement of compliance.

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

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

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

We understand it is incredibly important the people can trust their opinions and preferences are valued and recognised as paramount by our service, they are more likely to engage with and be invested in their own care and support when they do. Wellbeing is the focal point in day to day life within Expanding Horizons. Evidence collected on a monthly basis shows people's views are sought and they feel listened to. Support is tailored around the person, and they are not expected to 'fit in' to existing packages. People are supported to set realistic goals and work towards them with a level of support they need, not one that is dictated to them by others.

To achieve this we need to be able to understand each person's history and what is important to them, we listen to them and put steps in place to help them achieve the things they want to.

Each month we look at different areas to monitor how Responsive to people's needs we are in practice,

- We look at people's life stories to ensure we understand who they are, what their previous experiences are and how this understanding can help form their view on the world.

- We ensure communication plans are in place where necessary and that we have done everything we can to communicate effectively with people

- We review people's needs with them, not for them. we monitor progress and share measurable data to help the person decide what and where they want to focus their support from us.

- Using advocacy services is encouraged, signposted and supported

- Each month the views of Service Users, their relatives or representatives, staff and visiting professionals are sought. To help us measure if we are achieving and promoting the wellbeing of individuals, we ask them if they believe the service is Caring, Responsive, Effective, Well Led and Safe. We encourage people to share their thoughts about any other aspects of our service also. All of the 170 responses received throughout the year confirmed people's voices are heard and they have choice about their care.

- Quarterly case reviews are person led and people are encouraged to voice their views and aspirations for what their support looks like.

We are creating new exciting opportunities for people to co-produce important documentation and company processes.

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.

It is imperative to us that we maintain a warm friendly, homely happy place to live and work. We recognise the need for support and importantly trust from all parties to maintain this nurturing environment, we work hard to embed this ethos within the service. Our approach is always open and honest, and we make sure to convey our happiness and enthusiasm for our work to every one we interact with.

We are committed to ensuring people are not only happy but also supported in maintaining their ongoing health, development, and overall wellbeing. We achieve this through a variety of measures, including conducting detailed co-produced initial needs assessments that inform the creation of effective support and opportunity plans, tailored to individual's desired outcomes. Our proactive and reactive strategies for managing challenging behaviour are person led and designed to ensure the safety and wellbeing of all individuals in our care.

We take health promotion and monitoring seriously, we put additional measures in place to address identified health needs, such as malnutrition or skin integrity issues. We encourage people's participation in their support, both at home and within the community, because we understand this is crucial for maintaining social connections and overall wellbeing.

To ensure we can continue to meet ongoing health needs, training needs are reviewed regularly to fit around the people we support. For example, we have recently sourced training from specialist health professionals to ensure a new and long term health need for one person can be met, by doing so this person can remain living where they choose.

This year, we have made improvements to our case review process and our support plan reviews. We have implemented new tools and processes to make these reviews more comprehensive and effective and ensure they continue to meet the evolving needs and goals of each person. Our monthly Quality of Care Review surveys show people strongly agree their support is effective and that they receive the help they need to maintain their health and wellbeing.

In addition, we have placed a renewed focus on how we address end-of-life matters this year. We understand that this is an extremely sensitive and important issue, especially for younger people with complex mental health needs, we are committed to providing compassionate and effective support to help individuals decide if it is a matter they want to consider at this stage in their lives

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

At our service, we are committed to ensuring that everyone feels safe and protected from abuse or harm. We achieve this through a range of measures, including simple, logical, and repeatable organisational policies that clearly lay out individual responsibilities. These policies cover important areas such as health and safety, safeguarding, and whistleblowing.

Additionally, we conduct comprehensive person-centred positive risk assessments, which detail how a person might be at risk of harm and how this risk can be avoided or minimised, whilst ensuring they maintain independence and live a fulfilling life. We recognise the importance of managing finances effectively and conduct weekly finance audits to ensure that people are supported to manage their money effectively, and that expenditure is evidenced.

Moreover, we support people to manage their own medicines and retain independence whenever possible. We have recently reviewed our medication policies and processes to identify areas for improvement and to include further safeguards. We recognise the importance of medication safety and the potential risks associated with medication management. Therefore, we have taken a proactive approach to improve our medication policies and processes to ensure that we are providing the safest and most effective medication management practices possible.

In addition, we work in accordance with the Code of Professional Practice for Social Care and adhere to all safeguarding requirements to ensure that the people we support are protected from harm and abuse.

Overall, we are dedicated to creating a safe and welcoming environment where everyone feels valued and respected. We take a proactive approach to risk management and prioritise the safety and well-being of all individuals.

We are proud to consistently receive feedback from the individuals who use our service, which confirms that they feel safe and protected. It is gratifying to hear that the protective measures we have put in place to ensure safety are effective,

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)	63.50
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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
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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
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	enrolled QCF level 5 Unconscious Bias training Huntington's Disease Awareness Mentoring & Performance Review
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</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	17
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	2
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Performance Review and Mentoring Huntingtons Disease Education and Teaching Level 3 MCA
<p>Contractual Arrangements</p>	
No. of permanent staff	17
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)	16
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	2
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	

No. of staff in post	54
No. of posts vacant	7
<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	28
Health & Safety	28
Equality, Diversity & Human Rights	28
Manual Handling	24
Safeguarding	22
Dementia	6
Positive Behaviour Management	28
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	personality disorder active support foundations of support medication fire safety COSHH first aid Infection Control MCA & DOLS Schizophrenia Self Harm Drug Misuse Autism Challenging Behaviour
<p>Contractual Arrangements</p>	
No. of permanent staff	36
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
<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)	33
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	10
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Panorama Bungalow
Telephone Number	01495767730
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	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	1425.60
The maximum weekly fee payable during the last financial year?	1925.18

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>We have various arrangements in place to consult with the people who use our services and to gather their feedback on our operations. These arrangements include: Interviews - we conduct practical interviews with service users to ensure they have opportunity to contribute to important recruitment decisions.</p> <p>QCR Surveys - We conduct formal monthly quality of care reviews. These reviews include feedback from people who use our services and their representatives, as well as input from our staff members and other stakeholders.</p> <p>Service User Sessions - We conduct weekly 1:1 sessions where people are encouraged to discuss their support and accommodation. These sessions are facilitated by staff, and they provide an opportunity for people to share thoughts and feedback on our service and operations.</p> <p>Going forward - part of our plan for the next 12 months is to establish a Service Representative Forum where people will take an active role in developing our policies and processes.</p>

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?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	There is a large raised patio area at the front of the property overlooking the valley with comfortable garden furniture, and ramped access from the large drive which has space for 8 cars. A path leads to the rear of the property where there is a sloped grassed area bordered by shrubs and trees, which is accessible by 5 steps.
Provide details of any other facilities to which the residents have access	n/a

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	Individual communication passports are developed for people with complex needs to ensure they can communicate their wishes as effectively as possible

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

We understand it is incredibly important the people can trust their opinions and preferences are valued and recognised as paramount by our service, they are more likely to engage with and be invested in their own care and support when they do. Wellbeing is the focal point in day to day life within Expanding Horizons. Evidence collected on a monthly basis shows people's views are sought and they feel listened to. Support is tailored around the person, and they are not expected to 'fit in' to existing packages. People are supported to set realistic goals and work towards them with a level of support they need, not one that is dictated to them by others.

To achieve this we need to be able to understand each person's history and what is important to them, we listen to them and put steps in place to help them achieve the things they want to. Each month we look at different areas to monitor how Responsive to people's needs we are in practice,

- We look at people's life stories to ensure we understand who they are, what their previous experiences are and how this understanding can help form their view on the world.

- We ensure communication plans are in place where necessary and that we have done everything we can to communicate effectively with people

- We review people's needs with them, not for them. We monitor progress and share measurable data to help the person decide what and where they want to focus their support from us.

- Using advocacy services is encouraged, signposted and supported

- Each month the views of Service Users, their relatives or representatives, staff and visiting professionals are sought. To help us measure if we are achieving and promoting the wellbeing of individuals, we ask them if they believe the service is Caring, Responsive, Effective, Well Led and Safe. We encourage people to share their thoughts about any other aspects of our service also. All of the 170 responses received throughout the year confirmed people's voices are heard and they have choice about their care.

- Quarterly case reviews are person led and people are encouraged to voice their views and aspirations for what their support looks like.

We are creating new exciting opportunities for people to co-produce important documentation and company processes.

<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>It is imperative to us that we maintain a warm friendly, homely happy place to live and work. We recognise the need for support and importantly trust from all parties to maintain this nurturing environment, we work hard to embed this ethos within the service. Our approach is always open and honest, and we make sure to convey our happiness and enthusiasm for our work to every one we interact with.</p> <p>We are committed to ensuring people are not only happy but also supported in maintaining their ongoing health, development, and overall wellbeing. We achieve this through a variety of measures, including conducting detailed co-produced initial needs assessments that inform the creation of effective support and opportunity plans, tailored to individual's desired outcomes. Our proactive and reactive strategies for managing challenging behaviour are person led and designed to ensure the safety and wellbeing of all individuals in our care.</p> <p>We take health promotion and monitoring seriously, we put additional measures in place to address identified health needs, such as malnutrition or skin integrity issues. We encourage people's participation in their support, both at home and within the community, because we understand this is crucial for maintaining social connections and overall wellbeing.</p> <p>To ensure we can continue to meet ongoing health needs, training needs are reviewed regularly to fit around the people we support. For example, we have recently sourced training from specialist health professionals to ensure a new and long term health need for one person can be met, by doing so this person can remain living where they choose.</p> <p>This year, we have made improvements to our case review process and our support plan reviews. We have implemented new tools and processes to make these reviews more comprehensive and effective and ensure they continue to meet the evolving needs and goals of each person. Our monthly Quality of Care Review surveys show people strongly agree their support is effective and that they receive the help they need to maintain their health and wellbeing.</p> <p>In addition, we have placed a renewed focus on how we address end-of-life matters this year. We understand that this is an extremely sensitive and important issue, especially for younger people with complex mental health needs, we are committed to providing compassionate and effective support to help individuals decide if it is a matter they want to consider at this stage in their lives</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At our service, we are committed to ensuring that everyone feels safe and protected from abuse or harm. We achieve this through a range of measures, including simple, logical, and repeatable organisational policies that clearly lay out individual responsibilities. These policies cover important areas such as health and safety, safeguarding, and whistleblowing.</p> <p>Additionally, we conduct comprehensive person-centred positive risk assessments, which detail how a person might be at risk of harm and how this risk can be avoided or minimised, whilst ensuring they maintain independence and live a fulfilling life. We recognise the importance of managing finances effectively and conduct weekly finance audits to ensure that people are supported to manage their money effectively, and that expenditure is evidenced.</p> <p>Moreover, we support people to manage their own medicines and retain independence whenever possible. We have recently reviewed our medication policies and processes to identify areas for improvement and to include further safeguards. We recognise the importance of medication safety and the potential risks associated with medication management. Therefore, we have taken a proactive approach to improve our medication policies and processes to ensure that we are providing the safest and most effective medication management practices possible.</p> <p>In addition, we work in accordance with the Code of Professional Practice for Social Care and adhere to all safeguarding requirements to ensure that the people we support are protected from harm and abuse.</p> <p>Overall, we are dedicated to creating a safe and welcoming environment where everyone feels valued and respected. We take a proactive approach to risk management and prioritise the safety and well-being of all individuals.</p> <p>We are proud to consistently receive feedback from the individuals who use our service, which confirms that they feel safe and protected. It is gratifying to hear that the protective measures we have put in place to ensure safety are effective,</p>

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

Monthly Quality of Care Reviews evaluate the extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. These reviews not only examine the quality of care and outcomes but also assess the safety and suitability of the accommodation. The physical structure, interior décor, and infection prevention and control processes are audited to ensure that they meet the highest standards.

Feedback from people who use the services and their representatives is highly valued and actively sought to understand their thoughts on the accommodation. Over the last 12 months, significant improvements have been made to the accommodation at Panorama Bungalow to ensure that it best supports the wellbeing and achievement of personal outcomes for the people who use the service. All communal areas and four out of six bedrooms have been redecorated, creating a fresh and comfortable environment. Additionally, new flooring has been laid throughout the bungalow, providing a safe clean surface for people to walk on. Furthermore, plans for a new kitchen have been drawn up, which will provide a modern and functional space for meal preparation which more people can use.

People are actively consulted to choose the decor for their home, and are encouraged to personalise their private rooms. This approach recognises the importance of individuality and allows people to create a living space that feels like their own. For people who cannot communicate their preferences easily, staff work collaboratively with them and their representatives to ensure that their preferences and needs are met. This approach was commended by the Care Inspectorate Wales (CIW) during the last inspection. The inspector noted how each room was very different and reflected the preferences of each person, emphasising the importance of creating a home-like environment that is tailored to the individual.

People who use the service are supported to access the local community at a level and frequency that is appropriate to their assessed needs. We recognise the importance of socialisation and community engagement in promoting overall health and wellbeing, especially for people with complex needs. Staffing ratios are increased to meet these needs and are flexible to enable spontaneity and to ensure special events can be celebrated. For example, staff rotas will be amended to ensure long distance day trips can take place, such as Longleat safari park.

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
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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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	performance review and mentoring personal care behaviours that challenge autism pressure area care
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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
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?	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>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	5
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	5
Safeguarding	2
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire safety first aid coshh MCA DOLS Autism personal care pressure care
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
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.	day shifts 8am-8pm, 10am-4pm. Night shifts 8pm-8am
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1
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