

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:	GLAIS HOUSE CARE LTD	
The provider was registered on:	31/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glais House Care Ltd	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	31/05/2018
	Responsible Individual(s)	Andrea Bacova
	Manager(s)	Andrea Bacova
	Maximum number of places	50
	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>Our staff training is based on theoretical, practical and on the job training. Our staff training is tailored to the needs of the individuals and Company's needs. Our training is delivered mainly in person but some training are conducted via online. Our training consists of the mandatory training to specialist training i.e palliative care, syringe driver, phlebotomy, etc.</p> <p>All staff take part in induction training, which is in line with All Wales Induction Framework for Health & Social Care.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We focus our recruitment and selection procedures on the protection and safeguarding of the residents in our care. We follow required policies and procedures in relation to recruitment and in line with regulations, subject to required checks i.e. DBS, satisfactory references, etc.</p> <p>We carefully monitor and review our staffing complement and turnover and terms and conditions of service to ensure that we are able to retain staff who are of the required calibre to provide high quality care.</p>

Service Profile

Service Details

Name of Service	Glais House Care Ltd
Telephone Number	01792843915
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?	69
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Fees Charged

The minimum weekly fee payable during the last financial year?	700
The maximum weekly fee payable during the last financial year?	993.88

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We engage and consult with people who use our service in many different ways. We use social media such as facebook where we post events which took place, upcoming events and any news to keep the families and friends engaged and updated.</p> <p>We also use our website, carehome.co.uk and automna as a platform to stay connected with the public and potential interested parties. We are able to receive and respond to any queries left on these platforms and this allows us to be more efficient in the work we do.</p> <p>We keep our entrances up to date with different types of information, pictures and posters so families and visitors can see the snapshot of what went well and what is planned, including successful outcomes of our staff.</p> <p>We have held number of residents/family events such as different types of celebrations i.e. Christmas Easter, etc, we had a summer BBQ which went really well and everyone really enjoyed. We had a family meeting in one of the coffee shops in Swansea.</p>

Service Environment

How many bedrooms at the service are single rooms?	48
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	35
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	2
How many dining rooms at the service?	2

Provide details of any outside space to which the residents have access	<p>We have number of areas where individuals can sit, from enclosed to open gardens to patios. Some of the rooms have their own patio and balcony space. Residents are encouraged to bring their own flower pots or different ornaments.</p> <p>All our patio areas have been grassed with artificial grass to create more cosy and garden like feel and to also make the environment safer for our residents.</p> <p>We work on our gardens year on year and try to improve it to give individuals a homely place to spend their time in. We have a lot of different trees, plants and flowers growing in our gardens and encourage residents and families to help us with gardening or watering.</p> <p>We have number of benches on the grass area which are used by our residents, staff and visitors and which have special meaning and are made in memory of our extended families who used to reside with us.</p> <p>We have a small growing patch which is accessible for wheelchair users, where residents can grow vegetables or flowers of their choice.</p>
Provide details of any other facilities to which the residents have access	<p>We have 2 main lounges, one with a smaller dining area for those residents who like quieter space and a larger dining area in another lounge. Both lounges are light, spacious and family friendly and offer space outside for the residents to use as and when they wish, weather permitting.</p> <p>We have a few areas of the home where residents can sit and relax if they don't wish to be in a communal areas with others. They can be used by the residents and families at any time, day or night.</p> <p>We have built a conservatory with the balcony which is attached to the patio at the bottom part of the Home, and is attached directly to the communal area. The area is spacious, airy and light allowing individuals to feel relaxed. The outside area of the conservatory is secure and has artificial grass on the ground to make it safer for those using it.</p> <p>We have a hairdressing area in the quieter part of the home where mainly ladies enjoy having their hair done and chat to those awaiting for their regular treat.</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>We aim to provide personal care and support in ways which have positive outcomes for individuals and promote their active participation.</p> <p>We examine our operations constantly to ensure that we are successfully achieving our stated aims and purposes. We welcome feedback from the individuals and their friends and relatives. We seek guidance from those involved in individuals' care in relation to their wishes, aspirations and beliefs to ensure they can be appropriately supported. We encourage a positive risk taking in order to allow residents to exercise their right to live fulfilling lives.</p> <p>We aim to provide for each individual a package of care that contributes to their overall personal and healthcare needs and preferences. We will co-operate with other services and professionals to help to maximise each individual's independence and to ensure as fully as possible the individual's maximum participation in the community.</p> <p>We work with other professionals i.e. social workers, nurse assessors, specialists, etc who play an active part in development of care plans and behaviour support plans, which will support personal outcomes we are aiming to achieve. This will allow us to provide a relevant and accurate support, which take into consideration personal preferences and past life experiences.</p> <p>Whilst taking into consideration personal outcomes, we bear in mind the risks to individuals themselves and those around them. These are closely monitored, especially when changes to care and treatment plans are made. We value opinion of the residents themselves and seek their feedback following any change in care plan and in cases where they are unable to communicate their needs we work closely with the family to find the best way forward, in the best interest of individuals.</p> <p>We monitor our residents and communicate their wishes, needs and wants on a daily basis to try to anticipate their outcomes. We ask for their feedback when new situation arises or when we plan to make some changes which may affect their daily routine i.e. the lounge needs to be painted.</p> <p>We hold monthly residents meetings where different topics are discussed and the residents have their say in number of different matters of their choice. We also speak to residents on the individual basis either with or without family members to ensure their voice is heard and any matters which matter to them are addressed effectively and efficiently.</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>We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and healthcare needs and preferences of the individuals.</p> <p>We have an excellent GP practice locally and all of the individuals find it convenient to register with them once they move in to our Home. We hold regular reviews with our GP, which includes medication reviews, general reviews and more.</p> <p>Care home team has been doing an amazing job in supporting us in dealing with individuals affected by Dementia and other conditions affecting their Mental Health. Within the team, there are a number of other professionals who will attend the home as and when needed, as per the individuals' needs. A chiropodist, an optician, a dentist and other practitioners also visit the home regularly.</p> <p>We work collaboratively with residents' families to ensure that they have positive experiences from living in our home, whilst achieving the outcomes which are important to them. We believe in a positive behavior support and knowing the past history helps us to respond positively to residents' needs, whilst taking into consideration i.e. any anxiety, depression or mental health issues which they may be experiencing. We believe that there is a strong need for residents to feel that they belong and their opinions are taken seriously and acted on promptly.</p> <p>We work very closely with professional teams to be able to address the changing needs of the individuals and seek appropriate type of care/support through self-referrals. This helps us to speed up the process and cut down on having to deal with unknown parties, in the best interest of the individuals concerned.</p> <p>As much as practicable we encourage residents to take part in their reviews with different professionals and have their say about their present and future plans and wishes. For those residents who are not able to speak and act for themselves, we work closely with the families and their representatives to ensure that their voices are heard and considerations taken to their past wishes and beliefs.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We strive to provide the highest quality of care, and to do this we give priority to a number of areas relating to the operation of the home and the services we provide.</p> <p>As the Home we believe that, in order to provide a high quality care, we need to be up to date with new technologies and work in ways which promote not only security of the individuals, but also our staff, families and visitors. We feel that use of cameras in the communal and outside areas for purpose of monitoring care delivered to individuals, training of our staff, when dealing with safeguarding matters and for general protection of everyone is vital.</p> <p>We encourage any issues, regardless how minor, to be brought to our attention so we can act on them promptly. We believe that reporting concerns early will allow us to prevent any bigger issues from occurring and allowing us to provide the best care possible for those whom we are supporting.</p> <p>We have different safety measures in place from alarms on the fire exit doors, key pads on the main doors and some of the internal doors. Some of the areas are only accessible to staff and visitors to prevent any accidents from happening. The residents should always feel safe and protected and we do this with families collaboration. We believe that the residents should be free to move around the home, whilst taking into consideration their needs, wishes, preferences and wants.</p> <p>We keep all equipment in working order and any maintenance matters are dealt with in a timely manner by the appropriate personnel or external provider, depending on what needs to be done. We believe that buying quality equipment and having planned maintenance in place are the key elements in preventative measures against potential risk of harm or injuries.</p> <p>All staff are required to attend regular training and are expected to report any issues in a timely manner whilst taking into consideration the nature of the issues and the way these should be brought to our attention. We work in an open way and act on any matters brought to our attention, whilst reporting it further, as and when the situation requires it. Staff are observed and supervised on an ongoing basis to ensure compliance and the best practice across the Home at all times.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>We are whole-heartedly committed to providing top quality services and to continuous improvement in the level of the care we offer.</p> <p>We want to help the individuals to realise personal aspirations and abilities in all aspects of their lives. We seek to assist this by informing ourselves as fully as each individual wishes about their individual histories and characteristics, providing a range of leisure and recreational activities to suit the tastes and abilities of all individuals, and to stimulate participation; responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every individual; respecting individuals' religious, ethnic and cultural diversity; helping the individuals to maintain existing contacts and to make new liaisons, friendships, and personal or sexual relationships if they wish; attempting always to listen and attend promptly to any individual's desire to communicate at whatever level.</p> <p>We welcome and celebrate the diversity of people in our community and in this home. We try to do this by positively communicating to individuals that their diverse backgrounds enhance the life at the home, respecting and providing for the ethnic, cultural and religious practices of individuals; outlawing negatively discriminatory behavior by staff and others; accommodating individual differences without censure; helping individuals to celebrate events, anniversaries and festivals which are important to them. The residents are given a choice of home, room and generally decide how they prefer their room to be. We encourage residents and their families to bring special and personal items to make them feel at home, as much as possible. The residents have a choice in where and with whom they spend their time with. There are areas which are quieter and areas which are more 'active'. We appreciate that there are special bonds created amongst the residents and we encourage those relationships.</p> <p>We organise different types of activities and events, where families are invited to participate. We encourage residents to take part in daily tasks i.e. washing dishes, folding clothes, and more. This also allows them to feel at home and feel valued.</p> <p>We ensure that staff working are of a right mix, with relevant skills and abilities. We believe that having the right staff is the key in achieving the best outcomes possible for the individuals with person centered approach in mind at all times.</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) 44

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	Medicine management	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.	Mental Capacity Act 2005 Level 3 Practice Supervisor Fire Safety	
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
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	8
Safeguarding	4
Medicine management	8
Dementia	4

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Practice Assessor, Verification of Death, Fire Safety, Wound Care, Sling & hoist Risk Assessment, Venepuncture, Catheterisation, Continence, MCA & DOLS, Mouthcare, Pressure Ulcer Prevention, Stress Management, Values & Principles, Slips/Trips/Falls, Foot hygiene Awareness, Falls Awareness, Syringe Driver, Basic Life Support.
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	5
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.	The shift pattern varies between 8 - 14, 8 -16, 8 - 20, 20 - 8 in this role. The average staff working per shift varies between - 1- 2, at times 3 in the morning; 1 staff in the afternoon and 1 staff at night.
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	7
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	8
Safeguarding	10
Medicine management	2
Dementia	10
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mouthcare training, Fire Safety, Wound care training, Basic Life Support, Contenance, Practice Supervisor, Speech & Language, Values & Principles, Slips /Trips/Fall, MCA & DoLS, Foot Hygiene Awareness, Pressure Ulcer Prevention, Falls Awareness.
Contractual Arrangements	
No. of permanent staff	7
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)	1
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.	The shift patterns vary from 7 - 13, 7 - 15, 7 - 16, 7 - 19, 13 - 19, 13 - 21, 15 - 21, 16 - 22, 19 - 7. The senior care assistants are part of the care staff numbers on every shift, which are as follows: 8 - 9 staff am, 5 -6/7 pm, 6 care staff till 9 pm, 4 care staff till 10pm, 3 care staff after 10pm.
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	2
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	22
No. of posts vacant	2
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	23
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10

Manual Handling	29
Safeguarding	10
Medicine management	2
Dementia	10
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support, Continenence, Fire training, Mana ging behaviours that challenge, Mouthcare, Mouthc are Champion, Speech & Language Therapy, Valu es & Principles, Slips/Trips/Falls, MCA & DoLS, Foo t Hygiene Awareness, Pressure Ulcer Prevention, F alls Awareness.
Contractual Arrangements	
No. of permanent staff	22
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)	15
No. of part-time staff (17-34 hours per week)	7
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.	The shift patterns vary from 7 - 13, 7 - 15, 7 - 16, 7 - 19, 13 - 19, 13 - 21, 15 - 21, 16 - 22, 19 - 7. The senior care assistants are part of the care staff numbers on every shift, which are as follows: 8 - 9 staff am, 5 -6/7 pm, 6 care staff till 9 pm, 4 car e staff till 10pm, 3 care staff after 10pm.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	10
Domestic staff	
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	5
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	4
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Speech & Language training, Fire training, Mouth care training, Epilepsy Awareness, Values & Principles, Code of Conduct & Practice, Positive Risk Management, Professional Boundaries, Slips/Trips/Falls, MCA & DoLS, Dignity & Respect, Foot Hygiene, Awareness, Pressure Ulcer Prevention, Falls Awareness.

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	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)	3
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	5
No. of staff working toward required/recommended qualification	0

Catering staff

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

Filled and vacant posts

No. of staff in post	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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety training, Speech & Language training, Values & Principles, Code of Conduct & Practice, Slips/Trips and Falls, MCA & DoLS, Foot hygiene and Awareness, Pressure Ulcer Awareness, Falls Awareness.

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

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.	PA to Directors - assisting Directors in day to day running of the Home Wellbeing & Activities Coordinator - supports individuals with activities and promotes general wellbeing through interaction and community participation Handyman/Gardener - deals with maintenance matters and general upkeep of the gardens and outside area

Filled and vacant posts

No. of staff in post	3
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No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	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.	Continance training, Fire Training, new activities system training, Lymphoedema training, mouthcare champion.
<p>Contractual Arrangements</p>	
No. of permanent staff	3
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)	2
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	3
No. of staff working toward required/recommended qualification	0