

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:	Hallmark Care Homes (Cardiff) Limited	
The provider was registered on:	25/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Regency House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	25/02/2019
	Responsible Individual(s)	Aneurin Brown
	Manager(s)	Georgiana Ionescu
	Maximum number of places	73
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training needs are identified through supervision meeting, discussions, career conversations, feedback and as a result of investigations, audits and inspections. Compliance stats are reported to the business and all managers can access on demand. Monthly meetings are held to discuss all aspects of training which drives the planning and ensures activity is both proactive and reactive. Training needs are met via a dedicated Regional Trainer who supports staff as required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment Business Partner, Recruitment Marketing in central support, variety of jobs-boards used. Home Office Sponsorship licence, agencies for overseas and local recruitment, values based recruitment process, Overseas Nurses recruited, support through OSCE exam. ED&I Focus Group in place, support Nurse Assistants through OSCE exams, talent management process, succession planning, Financial Support Fund for team, Mental Health First Aiders, free counselling and advice service, retail discounts

Service Profile

Service Details

Name of Service	Regency House Care Home
Telephone Number	02920566000
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	114
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Fees Charged

The minimum weekly fee payable during the last financial year?	820
The maximum weekly fee payable during the last financial year?	1295

Complaints

What was the total number of formal complaints made during the last financial year?	11
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	3
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Surveys are undertaken with residents, relatives, team members and professionals on an annual basis. General team meetings, resident and relative meetings also take place quarterly.

Service Environment

How many bedrooms at the service are single rooms?	63
How many bedrooms at the service are shared rooms?	5
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	The home has a garden which is secure and is accessible to residents via the internal areas of the home. Residents can move safely around the garden which is all on one level.
Provide details of any other facilities to which the residents have access	Residents also have access to a cinema, hairdressing salon and a farmhouse kitchen. The home also has a café.

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.

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.

Regency House regularly seeks feedback from people and appropriate action is taken in response to any feedback received. Feedback received from any stakeholder is logged on our organisational governance platform, RADAR. This shows the action taken in response to feedback and how this has been shared with the team, along with any lessons learnt.

The Responsible Individual also seeks feedback from residents and relatives as part of his quarterly RI visits. Feedback is formally sought from residents, by the Quality Development team, as part of their annual Compliance Audit.

Regency House conducts annual surveys with residents and relatives. In addition to these, the home also conducts biannual lifestyles and quarterly dining questionnaires. Following surveys, the home develops a 'you said, we did' to detail the key trends arising out of surveys and the actions that the home is taking to address these. Dining observations are carried out weekly and residents' feedback is sought during and at the end of their meals. Residents and relatives are encouraged and supported to share ideas and make suggestions that can influence the delivery of the service, via quarterly residents' and relatives' meetings.

People are happy living at Regency House and the care provided is in accordance with their statement of aims and promotes their well-being. Residents are able to exercise choice and are treated respectfully. A variety of social activities is available, and support is provided to ensure people's interests and social needs are met.

Residents are supported to make decisions about their care and how they are supported, through care planning, monthly care plan evaluation and quarterly care plan reviews. Relatives also take part in these quarterly care plan reviews, as appropriate. Heads of department meet on a monthly (at a minimum) with each resident, as part of resident of the day programme and discuss the service they receive. This also provides an opportunity to discuss any suggestions they may have in terms of the home or care planning. Residents have an identified key worker allocated when they move in. Key workers provide information about the care planning process, assisting residents with expressing their needs, choices, likes and dislikes. Key workers also liaise when needed with relatives, friends and other representatives.

Evidence from current inspections, audits & surveys show that residents are able to make informed choices regarding their care.

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.

Oversight is maintained through the home's governance platform RADAR, as well as via a suite of audits which assess areas such as care planning, medication, IPC, food safety and health and safety. There are daily stand-up meetings held during which the team are able to raise concerns and provide feedback to the wider team from external professionals. Care plan evaluations are carried out monthly, along with three monthly reviews with residents and relatives. Residents actively participate in the audit process as they answer questions about their meals, environment, team skills or behaviour, housekeeping procedures or laundry service.

The home has received a range of positive comments: 'Thank you for taking my comments so well and improving mum's wellbeing,' 'The team are great with dad, can't thank them enough,' and 'The nursing team are wonderful, one in particular going above and beyond for my dad'.

Residents have control over their lives and are encouraged and supported to participate in activities. An activities programme is devised, based on residents' preferences. A range of activities are delivered including cultural activities, reminiscence, inter-generational and church services. The home also delivers physical activities that support residents to maintain their fitness. Themed activities are also delivered during culturally important events.

Residents are registered with a local GP surgery in Ely Bridge. The surgery offers weekly GP visits each Tuesday and of course make home visits when required. The home has good links with all external services such as Ophthalmology, SALT, dietitians etc. In cases where professionals do not offer a domiciliary service, residents are supported to attend appointments. Residents living in communities where personal care and support is delivered, have clinical interventions provided by the district nurse team.

Regency House has a professionals' survey in place, which professionals can use to provide feedback at any time. Appropriate action is taken following any survey responses.

Residents are cared for by suitably qualified team members. Team levels are appropriate to meet the needs of residents so that they are supported in a person-centred way. All team members receive quarterly supervisions and an annual appraisal. As part of these, learning and development needs are identified for each individual and development plans are written.

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

All events are logged in our governance system RADAR. This ensures that appropriate action is taken in response to events. Trends arising out of safeguarding referrals are analysed on a quarterly basis and robust actions are developed to address any trend identified. The home has a Safeguarding policy in place which is readily available to team members. The local Safeguarding pathway is also on display in the home for residents and relatives. Appropriate pre-employment checks are conducted before any team member begins working in the home. This includes criminal record checks, references and checks with professional bodies such as the NMC.

Occurrences are investigated using a root cause analysis framework, as required. Lessons learnt are also identified as part of the investigations and actions are introduced to mitigate reoccurrence. Learning is shared throughout the home and wider organisation, as appropriate. Residents and relatives are informed of the outcome of these investigations. Age Connect regularly visit the home and are able to provide residents with confidential and private meetings with independent advisors.

The rights of residents are met by the team in the home and residents are protected from discrimination. Team members complete annual equality and diversity training and apply their learning in practice. This is underpinned by an Equality and Diversity policy for residents. Residents' diversity is respected, and all residents can be assured of equality of treatment.

All team members have received training in Safeguarding and are able to recognise the signs of potential abuse. Team awareness of safeguarding is assessed as part of the quarterly RI visits and annual internal Compliance Audit. There is now an organisational Safeguarding Board in place which reviews themes and trends arising out of safeguarding referrals. We also have a range of whistleblowing pathways in place, via which team members can raise concerns. These are advertised throughout the home and the team's knowledge of these is assessed during the quarterly RI visits and annual Compliance Audit.

The team at Regency House go to great lengths to ensure residents feel safe and protected and are quick to act when any concerns or issues are raised. Comments from relatives, friends and family show how happy the residents are living in an environment that feels safe and like home to them. The home has open links with the safeguarding team and will contact them for advice.

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

The residents at Regency House are able to live in a home where their needs and values are respected in matters of religion, spirituality, culture, race, ethnic origin and sexuality. Residents are encouraged to participate in all aspects of their care needs and the way in which they choose to live their lives. Residents are supported to exercise their right to vote.

Residents stated in their surveys that they feel 'very safe', 'respected and honoured' in Regency House, that 'always feel the people will look after me', 'I'm quite happy here, there is nothing I can improve'.

Residents are offered the chance to personalise their room according to their taste. Any changes to the environment are carried out with the involvement of residents and their families.

Bi-annual arm's length Health and Safety audits were conducted by the Health and Safety Manager during the year, with the home conducting audits in the other 2 quarters. The home also conducts monthly night fire drills and bi-monthly day fire drills. These identify areas of good practice, as well as any areas for development. Any areas for development that cannot be promptly resolved, are added to the home's action plan where progress against these can be tracked. The home's General Manager conducts risk assessments for the premises and key work activities on an annual basis.

There are also quarterly health and safety committee meetings where relevant issues relating specifically to H&S, in the home are discussed. The committee is made up of day and night team members, along with a representative from each department.

Residents at Regency House are treated with the upmost dignity and respect, their right to privacy is always maintained. Team members will knock and wait before entering a resident's room. All personal care needs are undertaken in private. There are quiet areas that allow residents to meet or have a video call with family, friends and professionals.

Residents have access to the garden area that is located at the side of the home. The home has numerous garden activities and events throughout the year such as barbeques, live entertainment, gardening club etc. Last summer Regency House Care Home has won the Silver Award in the Hallmark in Bloom gardening competition.

Residents enjoy their meals in the three dining rooms that we have available throughout the home. We also have three lounge areas where residents can watch TV, having meaningful conversations or take part in activities.

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)	92
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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
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRABUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p>

DIABETES AWARENESS

Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

**APPRENTICESHIPS UNDERTAKEN
ADULT CARE LEVEL 2**

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

Contractual Arrangements

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

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY)</p>

FEEDING TUBE TRAINING

Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.

VERIFICATION OF DEATH

Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING

Purpose – To cover the six parameters that form the basis of the scoring system

DIABETES AWARENESS

Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

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SUPERVISION AND APPRAISAL TRAINING

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CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

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
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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
Other supervisory 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.	
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Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
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STOMA CARE

Purpose - To develop awareness around stoma care including types and practical assistance.

VENEPUNCTURE

Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.

T34 SYRINGE DRIVER

Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.

PEG (GASTROSTOMY)

Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.

VERIFICATION OF DEATH

Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING

Purpose – To cover the six parameters that form the basis of the scoring system

DIABETES AWARENESS

Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

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ENHANCED DIABETES AWARENESS

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DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

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FALLS TRAINING

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Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

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INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour

- Duty of Care
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

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)	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	3
No. of staff working towards the required/recommended qualification	0

Nursing care staff

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	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.

ADDITIONAL TRAINING
A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:

CLINICAL TRAINING

END OF LIFE CARE

Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.

CATHETERISATION MALE, FEMALE and SUPRAPUBIC

Purpose - To enable trained nurses to carry out urinary catheterisation safely and effectively.

STOMA CARE

Purpose - To develop awareness around stoma care including types and practical assistance.

VENEPUNCTURE

Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.

T34 SYRINGE DRIVER

Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.

PEG (GASTROSTOMY)

Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.

VERIFICATION OF DEATH

Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING

Purpose – To cover the six parameters that form the basis of the scoring system

DIABETES AWARENESS

Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and

achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT E-LEARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

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

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.	7.30am – 7.30pm – 2 7.30pm – 7.30am – 0 Team members are appointed to a substantive post of Care Assistant, Senior Care Assistant or Nurse Assistant. Team members are then deployed to a community, based on the assessed needs of residents. This may mean that Care Assistants work on both nursing communities, under the direction of a Nurse, or on a residential community, under the direction of a Senior Carer. Nurse Assistants also work as Senior Care Assistants at times, where they are not under the direction of a Nurse.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	0

Registered nurses

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	7
No. of posts vacant	4

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	5
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRABUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p> <p>DIABETES AWARENESS Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>BGM & GLUCOMETER TRAINING Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.</p> <p>ENHANCED DIABETES AWARENESS Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aeti</p>

ology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and

take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

Contractual Arrangements

No. of permanent staff	6
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)	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.	7.30am - 7.30pm = 2 7.30pm - 7.30am = 2
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Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	12
No. of posts vacant	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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	0
Food Hygiene	0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p> <p>DIABETES AWARENESS Purpose - To lay the foundations of diabetes under</p>
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standing and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

Contractual Arrangements

No. of permanent staff	11
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)	9
No. of part-time staff (17-34 hours per week)	2
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.	7.30am - 7.30pm = 1 7.30pm - 7.30am = 1 Team members are appointed to a substantive post of Care Assistant, Senior Care Assistant or Nurse Assistant. Team members are then deployed to a community, based on the assessed needs of residents. This may mean that Care Assistants work on both nursing communities, under the direction of a Nurse, or on a residential community, under the direction of a Senior Carer. Nurse Assistants also work as Senior Care Assistants at times, where they are not under the direction of a Nurse.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	47
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	23
Health & Safety	43
Equality, Diversity & Human Rights	43
Infection, prevention & control	43
Manual Handling	43
Safeguarding	43
Medicine management	0
Dementia	43
Positive Behaviour Management	0
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care</p>

e including types and practical assistance.

VENEPUNCTURE

Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.

T34 SYRINGE DRIVER

Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.

PEG (GASTROSTOMY)

Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.

VERIFICATION OF DEATH

Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.

NEWS2 TRAINING

Purpose – To cover the six parameters that form the basis of the scoring system

DIABETES AWARENESS

Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

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EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

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INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

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LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting

- Autism Awareness
- Anaphylaxis

Contractual Arrangements

No. of permanent staff	45
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	21
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	4

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.	7.30am - 7.30pm = 11 7.30pm - 7.30am = 5.5 Team members are appointed to a substantive post of Care Assistant, Senior Care Assistant or Nurse Assistant. Team members are then deployed to a community, based on the assessed needs of residents. This may mean that Care Assistants work on both nursing communities, under the direction of a Nurse, or on a residential community, under the direction of a Senior Carer.
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	29

Domestic 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	11
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6

Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING</p> <p>END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose - To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p> <p>DIABETES AWARENESS Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>BGM & GLUCOMETER TRAINING Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.</p> <p>ENHANCED DIABETES AWARENESS Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; its aetiology, diagnosis, acute and long-term health problems and management.</p> <p>DIABETIC FOOT SCREENING Purpose - For all staff who are involved in examining the feet of people with diabetes.</p> <p>NON-CLINICAL TRAINING</p> <p>DATA PROTECTION/GDPR TRAINING Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.</p> <p>FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING Purpose - Covers the feedback policy and feedback handling process including investigations, evidence</p>

ce gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

Purpose - To deliver exceptional service at Hallmark working together as One Team

EMPOWERMENT DAY

Purpose - To empower staff to live the values and achieve their career and personal goals.

FALLS TRAINING

Aim - To greatly reduce the number of overall avoidable falls in Hallmark care homes

SUPERVISION AND APPRAISAL TRAINING

Aim - To ensure those responsible for managing team members understand the purpose of reviews and supervisions and know how to facilitate them effectively

CARE PLAN WORKSHOP

Purpose - To feel confident in completing relationship centred care plans and risk assessments in accordance with Hallmark Care Homes policy and procedures.

INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, e

motional, psychological or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level.

BUSINESS ADMINISTRATOR LEVEL 3

This apprenticeship focuses on developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
- Stress at work
- Diabetes/Oliver McGowans Story
- Diabetes Awareness
- Mental health Awareness
- Management & Supervision
- Learning Disabilities
- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

These team members are not required to complete specific qualifications, in addition to the statutory and mandatory training that they already complete.

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	0
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	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	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p> <p>DIABETES AWARENESS Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the skills and confidence to support adults living with diabetes.</p> <p>BGM & GLUCOMETER TRAINING Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.</p> <p>ENHANCED DIABETES AWARENESS Purpose - To build on understanding of diabetes; to give a greater understanding of diabetes; it's aeti</p>

ology, diagnosis, acute and long-term health problems and management.

DIABETIC FOOT SCREENING

Purpose - For all staff who are involved in examining the feet of people with diabetes.

NON-CLINICAL TRAINING

DATA PROTECTION/GDPR TRAINING

Purpose - For those staff that have yet to complete a GDPR training course at Hallmark, other than the e-learning.

FEEDBACK MANAGEMENT AND INVESTIGATION TRAINING

Purpose - Covers the feedback policy and feedback handling process including investigations, evidence gathering and analysis, making judgements and identifying lessons learnt.

ROOT CAUSE ANALYSIS TRAINING

Purpose - Covers the root cause analysis framework and guides staff through how to apply the framework effectively and robustly.

SERVICE WITH A SMILE

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FALLS TRAINING

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INVESTIGATIONS TRAINING

Purpose - To ensure those responsible for managing team members are able to consistently undertake a purposeful investigation in line with employment law and the Hallmark Care Homes Policy & Values.

LEAD TO SUCCEED

PURPOSE – To help staff develop their leadership and management potential, gain knowledge and be supported and challenged to put this into practice

MENTAL HEALTH FIRST AID TRAINING L2

Purpose – To train staff on the effects of drugs and alcohol and ways in which a positive mental health culture can be supported within a workplace.

MENTAL HEALTH FIRST AID TRAINING L3

Purpose – To train staff on a wide range of mental health conditions and the support and help provided by healthcare professionals.

APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

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LEAD ADULT CARE LEVEL 3

Lead Adult Care Workers make a positive difference to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They are expected to exercise judgement and

take appropriate action to support individuals to maintain their independence, dignity and control.

LEAD PRACTITIONER LEVEL 4

The Lead Practitioner in Adult Care will guide and inspire team members to make positive differences to someone's life when they are faced with physical, practical, social, emotional, psychological or intellectual challenges. They will have achieved a level of self-development to be recognised as a lead practitioner within the care team, contributing to, promoting and sustaining a values-based culture at an operational level.

LEADER IN ADULT CARE LEVEL 5

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BUSINESS ADMINISTRATOR LEVEL 3

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YOURHIPPO PERSONAL DEVELOPMENT EARNING MODULES UNDERTAKEN

- Understand your role
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- Working at Heights
- Modern Slavery
- Risk assessment
- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

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)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	7
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.	The home also has team members responsible for maintenance of the home, as well as those who provide and deliver activities and our lifestyles provision. The home also has a Reception team.
Filled and vacant posts	
No. of staff in post	11
No. of posts vacant	1
<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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>ADDITIONAL TRAINING A comprehensive suite of additional training (both clinical and non-clinical) has been available, as appropriate:</p> <p>CLINICAL TRAINING END OF LIFE CARE Purpose - To identify, understand and develop the essential skills in caring for a dying resident and their family.</p> <p>CATHETERISATION MALE, FEMALE and SUPRAPUBIC Purpose -To enable trained nurses to carry out urinary catheterisation safely and effectively.</p> <p>STOMA CARE Purpose - To develop awareness around stoma care including types and practical assistance.</p> <p>VENEPUNCTURE Purpose - To gain an understanding of the process of venepuncture and practice safe technique when taking blood.</p> <p>T34 SYRINGE DRIVER Purpose - Competency and confidence in the skill of the T34 ambulatory syringe driver.</p> <p>PEG (GASTROSTOMY) Purpose - Have a basic understanding of what a gastrostomy is, how it works and the care needed to manage a feeding tube.</p> <p>VERIFICATION OF DEATH Purpose - To equip staff with all the information and skills they require to provide expert, compassionate care to residents who are in the final stages of their life.</p> <p>NEWS2 TRAINING Purpose – To cover the six parameters that form the basis of the scoring system</p> <p>DIABETES AWARENESS Purpose - To lay the foundations of diabetes understanding and to build on knowledge to provide the</p>

skills and confidence to support adults living with diabetes.

BGM & GLUCOMETER TRAINING

Purpose – To ensure best practice is being followed for anyone who is new to or currently undertaking capillary blood glucose testing.

ENHANCED DIABETES AWARENESS

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APPRENTICESHIPS UNDERTAKEN

ADULT CARE LEVEL 2

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Its with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives which is at the heart of person-centred care.

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BUSINESS ADMINISTRATOR LEVEL 3

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- Dementia Care Toolbox
- Duty of Candour
- Communication, Documentation and Reporting
- Autism Awareness
- Anaphylaxis

These team members are not required to complete specific qualifications, in addition to the statutory and mandatory training that they already complete.

Contractual Arrangements	
No. of permanent staff	7
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
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)	3
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

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