

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:	Haulfryn Care Limited	
The provider was registered on:	20/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Haulfryn Care Limited	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/06/2018
	Responsible Individual(s)	Peter Regan
	Manager(s)	Clare Roberts
	Maximum number of places	23
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We have a list of mandatory and enhanced training that we feel each team member delivering care and support needs to do their job effectively. These are monitored on a monthly basis, to ensure that they remain up to date. Team members are provided time either on shift, or in specific training sessions to complete this training. We ask each team member in their support sessions what training they have not had, that they feel that they could benefit from, and will source where possible
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have used job advertisements both on social media and indeed to recruit new team members, along with recommendations from current team members. To help us retain our team members we promote an open door culture at all times, we have employee of the month schemes where people are nominated throughout the month, we ensure that our staffing levels are high and that we are in line with the real living wage.

Service Profile

Service Details

Name of Service	Haulfryn Care Limited
Telephone Number	01978762203
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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Fees Charged

The minimum weekly fee payable during the last financial year?	825
The maximum weekly fee payable during the last financial year?	890

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We have completed multiple surveys with the people who live at Haulfryn to collect their thoughts and views of Haulfryn, and how we can improve what we do. We also use a continuous reflection process whereby we look at what worked well and what not so well, and how we can use this information to drive improvement.

Service Environment

How many bedrooms at the service are single rooms?	22
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	17
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	We have a flat garden area along the front of the building, with a gated access. The front garden has panoramic views of the Welsh countryside. There is a gazebo, and several seated areas for people to enjoy the outside as they please. We have a garden table and chairs should people wish to enjoy meals outside.
Provide details of any other facilities to which the residents have access	The people who live at Haulfryn have access to our kitchen area, should they wish to help with the running of the house, or meals etc. People are able to have full access of the gardens, including helping maintain the gardens.

Communicating with people who use the service

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

Statement of Compliance

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.

The feedback in surveys returned shows that we listen and react to the voices of people living at Haulfryn, we build personal plans that reinforce good outcomes and wellbeing. We are good at learning, through various processes, what support looks like for everyone, recognising what is important to them and how we should adapt ourselves to each person. Feedback informs us that we continue to treat people as individuals, we know their strengths, and actively use these strengths to support them to remain independent. We are good at recognising natural relationships and using these to the benefit of people living at Haulfryn, so they have the confidence and trust in the team members that they will have the support they need in the way that matters to them. The team work in a way that empowers people to be independent, take risks and express how they feel in a safe, homely environment. We are good at providing a welcoming, homely, individualised environment for people living at Haulfryn, their friends and family in a way that helps us improve our service, and ultimately improves wellbeing, it is nice to hear frequent comments that we are homely and welcoming despite the impact of Covid-19. Next of kin recognise that we use negative responses as a learning opportunity, capturing vital information to feed back into our personal plans. These learning opportunities are always viewed, using our specialized training, as a means of communication from the person, and building a picture of how we should adapt our support accordingly. It is good that next of kin comment positively on Covid -19 measures such as improved wi-fi, visiting areas outdoors, increased telephone and email contacts and more newsletters and photographs to keep people connected, this encourages the team that have worked so hard to keep families informed.

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.

Feedback tells us that we consistently meet the ongoing health needs of the people we support. We are consistently told that we keep families in the loop and inform them when interventions are required, or changes are needed in a timely manner. We are very happy with the responses from the 14 people living at Haulfryn. The majority say they are happy at Haulfryn and they all state that they are treated with warmth and compassion which is testament to the team at Haulfryn. Feedback tells us that the overwhelming opinion is that we strive to meet the health and wellbeing of the people who live at Haulfryn, and that we do so in a timely manner. Respondents from family and friends is again very encouraging, they show that their loved ones are well supported, and their health and wellbeing is at the centre of everything that we do at Haulfryn. We know at Haulfryn that we work best when we work as a team with the person living at Haulfryn and their friends and family, we feel that this feedback shows that this open, working relationship is working well and we continually put the person at the centre of all we do. We strive to build good relationships with outside agencies, such as our local GP practice, to ensure we have the support network around us to deliver the support needed to those living at Haulfryn, including their health needs. We see these relationships as vital in ensuring the quality of our service. We continue to monitor falls in accordance with the North Wales Prevention and Management of Falls in Care Homes Pathway. We conduct trend analysis to provide proactive actions to help reduce falls. Management actively seeks out and participates in any relevant falls prevention training to ensure that we always remain up to date with our knowledge around falls prevention and management. We continue to use positive risk taking to ensure people living at Haulfryn do not feel restricted. We recognise distressed responses increase where frustrations and anxieties are felt around being restricted and therefore actively work with the people living at Haulfryn to ensure that they are happy, well and engaged with the household around them.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding referrals are routinely made in accordance with the rules set out by Care Inspectorate Wales and the Local Authorities. We have made three referrals in the last 12 months. There have been no safeguarding referrals upheld in last 12 months.</p> <p>Team members receive regular training to identify and report when safe care practices fall short. We continually respond to our systems, environmental factors and outside agencies to ensure that we drive out potential safeguarding issues.</p> <p>Respondents have all stated that they are happy with our services, and they feel dignity and respect is shown to people living at Haulfryn for which we are really pleased.</p> <p>We have an open management ethos at Haulfryn, this helps us build working relationships with the people who live at Haulfryn, their family and friends. Open communication is a two-way process that helps us to develop better care planning. We feel this approach works well within our team also as they feel comfortable to raise any concerns in a way that works to reduce risk across Haulfryn. The culture at Haulfryn is very much a proactive one, that nurtures the safe environment for all who live here. This is very important to ensure people feel safe and protected 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>When we have asked the people who live at Haulfryn and their friends and family if they would recommend us to a friend or a family member, we are incredibly pleased and proud to see the positive feedback. We consider this to be the acid test of our service, and to receive comments such as "residents feel part of a family" reinforces the ethos we work so hard to strive for. We are a family business and see Haulfryn as an extension of our own home and family.</p> <p>We are very happy with responses to people being made to feel welcome at Haulfryn. This is very important to us, we know visitors like to support their loved ones as much as possible, it makes them happy, and working together with family and friends benefits all.</p> <p>We are grateful for responses to open questions such as what is good about Haulfryn and what could we do better. There are many really positive comments about what we do well, particularly those related to atmosphere and being family orientated and homely, these we hold in high regard because they are important to our ethos. We are also happy to receive comments such as laundry services which we can look to make improvements following feedback, without comments we cannot focus our efforts on improvements. See also improvements listed later in this report that are driven by our management and team in normal activity within Haulfryn.</p> <p>All feedback received is used during support and supervision to promote good practice from the perspective of the people living at Haulfryn, this feedback helps greatly in the process of continuous improvement.</p>

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

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

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

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

<p>Staff Type</p>	<p>Service Manager</p>
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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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	5
Positive Behaviour Management	5
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>INFECTION PREVENTION AND CONTROL MOOC BANGOR UNI DEEP: THE SENSE FRAMEWORK DEVELOPING EVIDENCE ENRICHED PRACTICE MENTAL CAPACITY & DOLS / LPS FLINTSHIRE WDT MEDICATION ERRORS THE MEDICATION COMPANY PREPARING FOR LPS NORTH WALES SAFEGUARDING BOARD DIGNITY AT WORK FLINTSHIRE WDT TISSUE VIABILITY BCUHB END OF LIFE / PALLIATIVE CARE WEBINAR BCUHB SIX STEPS UPDATE BCUHB Studying for a Masters Degree in Population, Leadership and Preventive Health via Bangor University</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	2
Dementia	5
Positive Behaviour Management	5
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	VALUES BASED RECRUITMENT SOCIAL CARE W ALES VALUES BASED RECRUITMENT SOCIAL CARE W ALES CULTURAL AWARENESS FLINTSHIRE WDT NEBOSH HSE CERTIFICATE IN MANUAL HANDLIN G RISK ASSESSMENT HSE DEEP: MOST SIGNIFICANT CHANGE DEVELOPIN G EVIDENCE ENRICHED PRACTICE DEEP: MOST SIGNIFICANT CHANGE DEVELOPIN G EVIDENCE ENRICHED PRACTICE MENTAL CAPACITY & DOLS / LPS FLINTSHIRE W DT MEDICATION ERRORS THE MEDICATION COMPA NY DEEP: DEEP PRINCIPLES DEVELOPING EVIDENC E ENRICHED PRACTICE DEEP: MAGIC MOMENTS & TRAGIC MOMENTS D EVELOPING EVIDENCE ENRICHED PRACTICE PREPARING FOR LPS NORTH WALES SAFEGAU RDING BOARD DEEP: COMMUNITY OF ENQUIRY DEVELOPING E VIDENCE ENRICHED PRACTICE REFLECTIVE PRACTICE FLINTSHIRE WDT DIGNITY AT WORK FLINTSHIRE WDT MOISTURE SKIN DAMAGE BCUHB END OF LIFE / PALLIATIVE CARE WEBINAR BCUH B SIX STEPS UPDATE BCUHB Studying towards a Level 7 in Leadership in Health and Social Care

Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	6
Positive Behaviour Management	6
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

DIABETES SOCIAL CARE TV
 AN INTRODUCTION TO FALLS PREVENTION, SENSORY LOSS AND ON OVERVIEW OF POST FALL GUIDANCE BCUHB
 SUPERVISION - TRAINING FOR MANAGEMENT FLINTSHIRE WDT
 DEEP: MAGIC MOMENTS & TRAGIC MOMENTS DEVELOPING EVIDENCE ENRICHED PRACTICE
 DEEP: MAGIC MOMENTS & TRAGIC MOMENTS DEVELOPING EVIDENCE ENRICHED PRACTICE
 MENTAL CAPACITY & DOLS / LPS FLINTSHIRE WDT
 DEEP: COMMUNITY OF ENQUIRY DEVELOPING EVIDENCE ENRICHED PRACTICE
 DEEP: COMMUNITY OF ENQUIRY DEVELOPING EVIDENCE ENRICHED PRACTICE
 DEEP: DEEP PRINCIPLES DEVELOPING EVIDENCE ENRICHED PRACTICE
 DEEP: DEEP PRINCIPLES DEVELOPING EVIDENCE ENRICHED PRACTICE
 WOUND CARE SOCIAL CARE TV
 DEEP: THE SENSE FRAMEWORK DEVELOPING EVIDENCE ENRICHED PRACTICE
 DEEP: MOST SIGNIFICANT CHANGE DEVELOPING EVIDENCE ENRICHED PRACTICE
 REFLECTIVE PRACTICE FLINTSHIRE WDT
 REFLECTIVE PRACTICE FLINTSHIRE WDT
 WOUND CARE SOCIAL CARE TV
 TISSUE VIABILITY BCUHB
 TISSUE VIABILITY BCUHB
 MANAGING ANXIETY FLINTSHIRE WDT
 MANAGING STRESS FLINTSHIRE WDT
 SWALLOW AWARENESS BCUHB
 AGEING SOCIAL CARE TV
 MOISTURE SKIN DAMAGE BCUHB
 MOISTURE SKIN DAMAGE BCUHB
 ALCOHOL MISUSE SOCIAL CARE TV
 SELF-HARM SOCIAL CARE TV
 HEPATITIS SOCIAL CARE TV
 PANIC ATTACKS SOCIAL CARE TV
 OSTEOPOROSIS SOCIAL CARE TV
 PARANOIA SOCIAL CARE TV
 END OF LIFE / PALLIATIVE CARE WEBINAR BCUHB
 SEPSIS FLINTSHIRE WDT
 SWALLOW AWARENESS TRAINING BCUHB

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	1

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

Staff Qualifications

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

Nursing care staff

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	7
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	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	6
Dementia	10
Positive Behaviour Management	10
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound care, Pressure Care, mental capacity, ANTT, continence promotion, sepsis, managing distressed responses, effective communication, six steps (end of life training accreditation), moisture skin damage, swallow awareness, tissue viability, reflective practice, person centred care practices, including in house documentation, diabetes, activities for people with differing abilities, falls prevention, life story work - an inclusive approach, activities in dementia care.
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
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)	2
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Shift supervisors work over 8am - 8pm and there is one senior night team worker. There is always at least one supervisor, or lead in the building. All night team workers are trained to the same level, with one extra team member always on call should they be needed, and management available 24/7 for advice and guidance.
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	27
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	6
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound care, Pressure Care, mental capacity, ANT T, continence promotion, sepsis, managing distressed responses, effective communication, , moisture skin damage, swallow awareness, tissue viability, reflective practice, person centred care practices, including in house documentation, diabetes, activities for people with differing abilities, falls prevention,
<p>Contractual Arrangements</p>	
No. of permanent staff	24
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	3
<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)	11
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	5
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>We have various shift patterns to suit work / life balance.</p> <p>Our minimum staffing levels are 5 people 8am - 5pm with at least one person being supervisory, at least 4 people 5pm - 8pm with at least one person being supervisory and at least two people overnight 8pm - 8am with both team members leading the shift. Management are available 24/7 for advice and guidance and one extra person is always on-call overnight period should assistance be required.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	12
<p>Domestic staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	3
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	1
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	One domestic team member is dual care, and therefore has completed all mandatory and enhanced training for care and support.
Contractual Arrangements	
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
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)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering 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	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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental capacity, and swallow awareness
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administration Manager - provides full support to Haulfryn, ensuring documentation is up to date and any correspondence.
<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	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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0