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:		Minster Care Management Ltd	
The provider was registered on:		02/12/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider	Stansty House Nursing and Residential Home		
were:	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	02/12/2021	
	Responsible Individual(s)	Paul Nicholls	
	Manager(s)	Victoria Williams-Beeby	
	Maximum number of places	52	
	Service Conditions	There are no conditions associated to this service	
	Eryl Fryn Nursing Home		
	Service Type	Care Home Service	
	Type of Care	Adults With Nursing	
	Approval Date	02/12/2021	
	Responsible Individual(s)	Paul Nicholls	
	Manager(s)	Muireann Parry	
	Maximum number of places	30	
	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

Our company has a mandatory training schedule in place. Much o f this training is done on line through e learning through "My Lear ning Cloud" . Training is identified on the needs of residents and additional courses booked where required to mee the residents n eeds. This is done through our oversight process and assessing t he training matrix that is in place.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Our staff are recruited through Indeed adverts, local adverts on F acebook groups and also by means of overseas recruitment. Ret ention of staff is influenced by our flexible working arrangements and ensuring we pay above the minimum wage.

Service Profile

Service Details

Name of Service	Eryl Fryn Nursing Home

Telephone Number	01492549920
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	we have a percentage of Welsh speaking staff.

Service Provision

People Supported

How many people in total did the service provide care and	35
support to during the last financial year?	

Fees Charged

The minimum weekly fee payable during the last financial year?	721
The maximum weekly fee payable during the last financial year?	1000

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
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?	The service carry's out 2 residents surveys per year where our re sidents get the opportunity to express their opinions on the servic e both anonymously and formally. We also hold family meetings w here families also get the opportunity to express their wishes of how the service is performing every 3 months.

Service Environment

How many bedrooms at the service are single rooms?	26
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	25
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The residents have access to an unsecured garden which is appr oximately 40 square meters.
Provide details of any other facilities to which the residents have access	Hairdressers, Chiropody Activities, Kitchen Lanudry

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.

Our service operates an open door policy to hearing and dealin g with concerns from our service users. Our complaints policy is available to all service users and readily available for our families of service users. We work with service users to produce a six monthly survey of our residents need. This survey gives the opportunity for our service users to express any areas that they feel the service could improve in.

The RI visits the home at least monthly, however in reality the RI visits teh home at least weekly and records his visits. The service users can should they choose to, make an appointment to see the RI through the complaints procedure. Where a service u ser lacks capacity to do so this opportunity can be afforded to the family.

Our service is compliant with the DOL's standards and assessments of residents needs is carried out to ensure that they have a representative to have their needs and plan of care listened to. An advocacy service is readily available for the service users

Regular visits from our area manager and auditing of our servic e users well being is carried out.

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.

Our service produces care plans and risk assessments for our clients. These are carried out in conjunction with the client and the clients representative to ensure spiritual, sexual and cultura I needs are listened to as well as care needs. These care plans are then bench marked at monthly reviews to ensure the care n eeds and wellbeing of our residents is responsive to any chang es that may or may not have occurred. Our area manager visits the service each week to meet with clients and ensure oversigh t of the care planning process by bench marking particular clien ts and ensuring that their care needs are appropriate to the ne eds of the client. Our care planning is also done in conjunction with family members or advocacy services should the needs ari se.

Our auditing processes ensure that our service is measured an d oversight is provided in this area via our area manager.

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

All of our staff are trained in Safeguarding. Our residents surve y conducted gauges a level of compliance in the area of how p eople feel safe. Our staffing ratios are adapted upon the needs of the residents to ensure that our staffing levels reflect the nee ds of the residents.

Our residents and our residents families are made aware of wh at actions to take in respect of any alleged abuse.

We measure the above by close monitoring of our residents mo od. This is recorded in our daily reporting to assess any downturn in someone's mental health which may be a signal that a resident does not feel safe or may be subjected to some form of abuse.

Regular visits from our Area manager and RI ensure oversight of this area .

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

The accommodation used for our clients is regularly assessed by our estates team to ensure that it meeds the required stand ands of safety.

Our residents are encouraged to personalise their rooms with a ny touches that might make the home feel more "homely" to en sure their emotional needs are maintained. Our residents outco mes are measured through our care planning processes and the input from these allows a personal approach to ensure that we focus on what a resident "can do" and not what they cant do for themselves. In this manner we empower our residents to ensure that they make the most of what skills and abilities that they may have.

Regular visits and quality audits by our estates team ensure th at the company maintain oversight in this area.

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 28 31 March)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

Training undertaken during the last financial year for this role type.

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Wales, Fire marshal, diabetes. Level 5 registration.

Contractual Arrangements

ı		
	No. of permanent staff	1
	No. of Fixed term contracted staff	1
	No. of volunteers	0
	No. of Agency/Bank staff	0

0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
1		
1		
0		
Staff Qualifications		
1		
0		
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.		
1		
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'.		
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Outline below the number of permanent and fixed	ed 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)	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 Service Manager	0
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?	No
Nursing care staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RGN trained
Contractual Arrangements	
No. of permanent staff	2
	2
No. of Fixed term contracted staff	2
No. of volunteers	

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)	2	
No. of part-time staff (16 hours or under per week)	1	
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.	8-2 am pm 1 2-8 pm pm 1 8-8 am pm 1 8-8 pm - am1	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0	
No. of staff working towards the required/recommended qualification	0	
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	
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	4	
No. of posts vacant	0	
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.		
Induction	4	
Health & Safety	4	
Equality, Diversity & Human Rights	4	
Infection, prevention & control	4	
Manual Handling	4	
Safeguarding	4	
Medicine management	4	
Dementia	4	
Positive Behaviour Management		
	4	
Food Hygiene	4	

pertinent to this role which is not outlined above.	Oral Hygiene, supervisoy skills. Dlabeties, Stoke awareness Tissue viability.
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	4
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	4
Typical shift patterns in operation for employed s	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.	8-8 Am - pm 1 8-2 am - pm 1 2-8 PM Pm 1 8-8 Pm - Am 1
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	1
Other social care workers providing direct care	
Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	
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Medicine management	0	
Dementia	10	
Positive Behaviour Management	10	
Food Hygiene	10	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Tissue viability Oral Health Fire training. dignity and respect.	
Contractual Arrangements		
No. of permanent staff	10	
No. of Fixed term contracted staff	10	
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 fixe	d 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)	5	
No. of part-time staff (16 hours or under per week)	10	
Typical shift patterns in operation for employed s	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.	8-8 am - PM 8-2 AM - PM 2 - 8 PM - PM 8-8 PM - AM	
Staff Qualifications		
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	3	
Domestic staff		
Domestic staff		
Domestic staff Does your service structure include roles of this type?	Yes	
Does your service structure include roles of this type? Important: All questions in this section relate spe		
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise	
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise	
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Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	dignity and respect, Fire training. COSSH
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
No. of staff working toward required/recommended qualification	0
	0
qualification Catering staff Does your service structure include roles of this	Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
qualification Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
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Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 4 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that the stated stated is safety. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 4 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4
Catering staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 4 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4

Dementia	4	
Positive Behaviour Management	4	
Food Hygiene	4	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	better food better business. fire training COSSH FOod hygiene level 1 level 2	
Contractual Arrangements		
No. of permanent staff	4	
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)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification	0	
No. of staff who have the required qualification No. of staff working toward required/recommended	0	
qualification		
Other types of staff		
Other types of staff		
Other types of staff Does your service structure include any additional role types other than those already listed?	Yes	
Does your service structure include any additional	Yes Administrator Maintenance Activities.	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	Administrator Maintenance	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts	Administrator Maintenance	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Administrator Maintenance Activities.	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook relevance provided is only a sample of the training that ma	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional training that may additional training t	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
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Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 3 3	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3	
Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 3 3 3 3 3	
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Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releved provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	Administrator Maintenance Activities. 3 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 3 3 3 3 3 3 3 3 3 3	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	fire marshal training Legionella Asbestos DSE display screen
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)	2
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Stansty House Nursing and Residential Home
Telephone Number	01978290373
What is/are the main language(s) through which your service is provided?	English Medium with some billingual 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?	98

Fees Charged

The minimum weekly fee payable during the last financial year?	646.52
The maximum weekly fee payable during the last financial year?	1043

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The home takes email addresses for next of kin. The holds postal addresses for Next of kin and contact numbers. 2 surveys were carried out in the past financial year. a food survey was sent out in the past financial year due to a complaint regarding the food from relatives.

Service Environment

How many bedrooms at the service are single rooms?	52
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	52
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	There is an accessible garden of approximately 50sq meters
Provide details of any other facilities to which the residents have access	local shops, chiropody hair dresser GPs Physio Dentist Activities co-ordinator.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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 <u>guidance</u> 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 Our service operates an open door policy to hearing and dealin have choice about their care and support, and opportunities g with concerns from our service users. Our complaints policy is are made available to them. available to all service users and readily available for our famili es of service users. We work with service users to produce a si x monthly survey of our residents need. This survey gives the o pportunity for our service users to express any areas that they f eel the service could improve in. Our last survey was conducte d in October 2022. The RI visits the home at least monthly, however in reality the R I visits the home at least weekly and records his visits. The serv ice users can should they choose to, make an appointment to s ee the RI through the complaints procedure. Where a service u ser lacks capacity to do so this opportunity can be afforded to t Our service is compliant with the DOL's standards and assessm ents of residents needs is carried out to ensure that they have a representative to have their needs and plan of care listened t o. An advocacy service is readily available for the service users Regular visits from our area manager and auditing of our servic e users well being is carried out. Residents meetings are also carried out every 3 months to ens ure that the voices of our residents are heard and they have th e opportunity to convey their thoughts and feelings. The extent to which people are happy and supported to Our service produces care plans and risk assessments for our maintain their ongoing health, development and overall clients. These are carried out in conjunction with the client and wellbeing. For children, this will also include intellectual, social the clients representative to ensure spiritual, sexual and cultura and behavioural development. I needs are listened to as well as care needs. These care plans are then bench marked at monthly reviews to ensure the care n eeds and wellbeing of our residents is responsive to any chang es that may or may not have occurred. Our area manager visits the service each week to meet with clients and ensure oversigh t of the care planning process by bench marking particular clien ts and ensuring that their care needs are appropriate to the ne eds of the client. Our care planning is also done in conjunction with family members or advocacy services should the needs ari Our auditing processes ensure that our service is measured an d oversight is provided in this area via our area manager. The home operates a resident of the day whereby each reside nts families are contacted to ensure they are happy with the ser vice being provided and afforded the opportunity to express an v concerns. All of our staff are trained in Safeguarding. Our residents surve The extent to which people feel safe and protected from abuse y conducted gauges a level of compliance in the area of how p and neglect. eople feel safe. Our staffing ratios are adapted upon the needs of the residents to ensure that our staffing levels reflect the nee ds of the residents Our residents and our residents families are made aware of wh at actions to take in respect of any alleged abuse. We measure the above by close monitoring of our residents mo od. This is recorded in our daily reporting to assess any downtu rn in someone's mental health which may be a signal that a resi dent does not feel safe or may be subjected to some form of ab Regular visits from our Area manager and RI ensure oversight of this area . The whistleblowing and contact number for such a ctions is displayed. The extent to which people live in accommodation that best The accommodation used for our clients is regularly assessed

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

The accommodation used for our clients is regularly assessed by our estates team to ensure that it meets the required standa rds of safety.

Our residents are encouraged to personalise their rooms with a ny touches that might make the home feel more "homely" to en sure their emotional needs are maintained. Our residents outco mes are measured through our care planning processes and the input from these allows a personal approach to ensure that we focus on what a resident "can do" and not what they cant do for themselves. In this manner we empower our residents to ensure that they make the most of what skills and abilities that they may have,

Regular visits and quality audits by our estates team ensure th at the company maintain oversight in this area.

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)

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post 1

No. of posts vacant 0

Training undertaken during the last financial year for this role type.

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	commenced NVQ level 5 Infection control Cosh Covid GDPR LGBTQ+A

Contractual Arrangements

L		
	No. of permanent staff	1
	No. of Fixed term contracted staff	1
	No. of volunteers	0
	No. of Agency/Bank staff	0
	No. of volunteers	0 0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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)	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 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
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
No. of staff in post	1
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant	ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial year	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transcription of outlined above'.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transcription of outlined above'. Induction Health & Safety	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation of the unit outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation of the unit outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1
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No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtruction of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevations from the training that many additional training training training training training training training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 N 1 1 1 N 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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)	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 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
i ilieu anu vacant posts	
No. of staff in post	2
No. of posts vacant	0
Set out the number of staff who undertook relevant provided is only a sample of the training that ma can be added to 'Please outline any additional training the contract of t	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	gdpr infection control cossh covid end of life
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0
. io. o. rigonoj, bank olan	1

No of Non guaranteed have sentered / '	
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
Stati 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	2
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
Filled and vacant posts	
	1_
No. of staff in post	7
No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that many	0 ar for this role type.
No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
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Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7
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Training undertaken during the last financial year Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7
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Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 7
Training undertaken during the last financial year Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is 7 7 7 7 7 7 7 7 7 7
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No. of Fixed term contracted staff	7
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	d 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)	7
Typical shift patterns in operation for employed s	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.	07:15 - 20:45 20:30 - 07:30
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staffing and	T
No. of staff in post	4
No. of posts vacant Training undertaken during the last financial yea	o r for this role type.
No. of posts vacant	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that may can be added to 'Please outline any additional transfer not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4 4 4 GDPR Covid Cossh Diabetes
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 4 4 4 4 4 4 4 GDPR Covid Cossh Diabetes End of life

ontact staff by hours worked per week. 20:30 - 07-15 to this role type only. Unless otherwise of the 31st March of the last financial year.
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No. of permanent staff	39
No. of Fixed term contracted staff	39
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	3
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	30
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	39
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.	07:15 -20:30 20:30 - 07:15
Staff Qualifications	
	T
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	15
	Yes
Does your service structure include roles of this type?	
Does your service structure include roles of this type? Important: All questions in this section relate specific process.	
Does your service structure include roles of this type? Important: All questions in this section relate specific process.	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spreadated, the information added should be the post. Filled and vacant posts	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spectated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition as of the 31st March of the last financial year.
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Does your service structure include roles of this type? Important: All questions in this section relate spreaded, the information added should be the posterior stated, the information added should be the posterior stated. Training undertaken during the last financial years out the number of staff who undertook relevance be added to 'Please outline any additional to the state of the training that many can be added to 'Please outline any additional to the state of the training that many additional to the state of the training that many additional to the state of the training that many additional to the state of the training that many additional to the state of the training that many additional to the state of th	cifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
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Does your service structure include roles of this type? Important: All questions in this section relate spontated, the information added should be the positive stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	ccifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate sponsitive stated, the information added should be the positive stated and information added should be stated and information added should be stated and information added should be stated and information adde	recifically to this role type only. Unless otherwise edition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Does your service structure include roles of this type? Important: All questions in this section relate sponstated, the information added should be the positive stated, the positive stated should be the positive stated, the information added should be the positive stated, the information added should be the positive stated and information added should be the positive stated should be the positive stated should be the positive stated and information added should be the positive stated shou	pecifically to this role type only. Unless otherwise eition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 7 7
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Does your service structure include roles of this type? Important: All questions in this section relate spostated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial yes set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. 7 0 ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 7 7 7 7 7 7 7
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No. of permanent staff	7
No. of Fixed term contracted staff	7
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	7
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	Yes
type?	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year
Filled and vacant posts	
No. of staff in post	9
No. of staff in post No. of posts vacant	0
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that ma	o ar for this role type. ant training. The list of training categories
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevent provided is only a sample of the training that may can be added to 'Please outline any additional to	or for this role type. ant training. The list of training categories by have been undertaken. Any training not listed
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releving provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	or for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Outline below the number of permanent and fixe	d 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)	7
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0