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:	Pendine Park Care Organisation Ltd
The provider was registered on:	28/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Gwern Alyn Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	28/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Cindy Clutton
Maximum number of places	29
Service Conditions	There are no conditions associated to this service

Highfield Care Home

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	31/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Tracey Smith
Maximum number of places	112
Service Conditions	There are no conditions associated to this service

Hillbury House Care Home

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Cindy Clutton
Maximum number of places	64
Service Conditions	There are no conditions associated to this service

Bryn Seiont Newydd

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	30/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Sandra Evans
Maximum number of places	107
Service Conditions	There are no conditions associated to this service

Bodlondeb Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	19/02/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Ann Chapman
Maximum number of places	68
Service Conditions	There are no conditions associated to this service

Pen Y Bryn Care Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	31/01/2019
Responsible Individual(s)	Mario Kreft MBE
Manager(s)	Tracey Cuthill
Maximum number of places	70
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	Overseen by our Academy monthly MI informs QOCR/meetings to focus training strategies ensuring sufficient/appropriate skills/knowledge/key roles meet residents/company needs & enrich lives. Individual training is identified & embedded through our induction & mandatory program & delivered through toolkits including policies, procedures, knowledge & specialist toolkits. Handbooks support vertical & horizontal career progression. We access external training/quals & assess through expert witnesses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	RMs manage staffing requirements - recruitment/retention/active bank staff. We rarely use Agency eg in a pandemic. We advertise on our website & across sites/social media. Staff retention is managed through induction/training/development/progression. We review turnover rates, exit interviews and absences. Recruitment follows rigorous regulatory fitness for work practices. Induction includes All about Pendine (values/cultures/vision), mandatory and job role specific including individual reviews.

Service Profile

Service Details

Name of Service	Bodlondeb Care Home

Telephone Number	01978758790
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	87

Fees Charged

The minimum weekly fee payable during the last financial year?	901.00
The maximum weekly fee payable during the last financial year?	1465.09

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	68
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	68
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	15
How many dining rooms at the service?	8
Provide details of any outside space to which the residents have access	Bodlondeb enjoys an Obelisk Garden filled with roses and brightly coloured planting, with a quiet seated area outside an original stone summerhouse for relaxing and contemplation, with a sculpture of a squirrel nearby. The gardens encourage birdlife & butterflies and have an array of herbaceous perennials, seasonal flowering shrubs and raised planters, looking out to a stunning open aspect with wheelchair access to allow our residents and their visitors to enjoy. Accessible paths and courtyard areas filled with Mediterranean style planting including an established olive tree, lavender, and herbs, evoke a sensory delight all enclosed within the home. This offers delight for those inside looking out and is also accessed from the dayroom. There is a nature path around the whole site, with a bluebell woodland, wooden animal sculpture trail, and including the original stone summerhouse and obelisk, with seasonal plants, mature trees, and bench and arbour seating.

Provide details of any other facilities to which the residents have access	1 Shower room 11 Communal WCs (3 in communal bath/shower rooms) 2 Lifts 1 Art and Music Room 1 Hair & Beauty Room 1 Resident Smoke Room 1 Day Centre 5 Separate Kitchen Serveries 1 Resident Laundry Access to WiFi points throughout the home TV aerial points in all bedrooms Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. Café area at entrance self-service with homemade cakes & hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel Dedicated maintenance team on call 24/7 Central Office & Academy

Communicating with people who use the service

> Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate. Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.	People are supported to live well by: Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes. Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support. We promote everyone's culture and nationality is recognised. There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure: There is protection from abuse and neglect. Human rights met. Data protection upheld. Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development. Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks. A safe environment inside out.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	205

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	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.	Training event attendances across all staff groups in 22/23 totalled 2115.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 216
	Moving and Handling 216
	Safeguarding 216
	Medications Training 34
	Dementia Training 215
	Positive Behaviours Training 214
	Food Hygiene 216
	Infection Control 210
	Induction 211
	Equality, Diversity and Human Rights 211
	Additional Training in 22/23 included for all staff groups :
	Enriching Lives with Person Centred Care
	Enriching Everyday Life
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Pressure Area Care
	Nutrition and Hydration

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115.

Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 216

Moving and Handling 216

Safeguarding 216

Medications Training 34

Dementia Training 215

Positive Behaviours Training 214

Food Hygiene 216

Infection Control 210

Induction 211

Equality, Diversity and Human Rights 211

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Pressure Area Care |

Nutrition and Hydration

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	8
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	5
Health & Safety	7
Equality, Diversity & Human Rights	5
Infection, prevention & control	7
Manual Handling	6
Safeguarding	6
Medicine management	1
Dementia	5
Positive Behaviour Management	8
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 216
	Moving and Handling 216
	Safeguarding 216
	Medications Training 34
	Dementia Training 215
	Positive Behaviours Training 214
	Food Hygiene 216
	Infection Control 210
	Induction 211
	Equality, Diversity and Human Rights 211
	Additional Training in 22/23 included for all staff groups :
	Enriching Lives with Person Centred Care
	Enriching Everyday Life
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Pressure Area Care

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Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2

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

Nursing care 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	99
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	32
Health & Safety	75
Equality, Diversity & Human Rights	32
Infection, prevention & control	78
Manual Handling	81
Safeguarding	76
Medicine management	11
Dementia	51
Positive Behaviour Management	50
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 216 Moving and Handling 216 Safeguarding 216 Medications Training 34 Dementia Training 215 Positive Behaviours Training 214 Food Hygiene 216 Infection Control 210 Induction 211 Equality, Diversity and Human Rights 211 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Pressure Area Care

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Contractual Arrangements

No. of permanent staff	80
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	19
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)	73
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 16 14:00-21:00 = 16 21:00-07:30 = 4 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	36
No. of staff working towards the required/recommended qualification	2

Registered nurses

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	7
No. of posts vacant	0

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

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

Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	6
Safeguarding	4
Medicine management	0
Dementia	1
Positive Behaviour Management	7
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 216 Moving and Handling 216 Safeguarding 216 Medications Training 34 Dementia Training 215

Positive Behaviours Training 214

Food Hygiene 216

Infection Control 210

Induction 211

Equality, Diversity and Human Rights 211

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Pressure Area Care

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Contractual Arrangements	
No. of permanent staff	7

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

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

> Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 4 14:00-21:00 = 4 21:00-07:30 = 2 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	No

Domestic staff	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	13
No. of posts vacant	1

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

Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	2

Safeguarding	2
Medicine management	0
Dementia	13
Positive Behaviour Management	11
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 216
	Moving and Handling 216
	Safeguarding 216
	Medications Training 34
	Dementia Training 215
	Positive Behaviours Training 214
	Food Hygiene 216
	Infection Control 210
	Induction 211
	Equality, Diversity and Human Rights 211
	Additional Training in 22/23 included for all staff groups :
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	Enriching Everyday Life
	Communication
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	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Pressure Area Care
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Contractual Arrangements

No. of permanent staff	13
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)	13
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	13
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	22
No. of posts vacant	1

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

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

Induction	7
Health & Safety	10
Equality, Diversity & Human Rights	7
Infection, prevention & control	12
Manual Handling	20
Safeguarding	19

Medicine management	0
Dementia	22
Positive Behaviour Management	22
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 216 Moving and Handling 216 Safeguarding 216 Medications Training 34 Dementia Training 215 Positive Behaviours Training 214 Food Hygiene 216 Infection Control 210 Induction 211 Equality, Diversity and Human Rights 211 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Pressure Area Care Nutrition and Hydration First Aid Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Creating a Homely Environment RPI Training Personal Care - Continence Care Coronavirus IPCT Toolkit Version 2 Personal Care and Image CPR Pressure Area Care Continence Care Enriching Lives with Welsh Culture Toolkit Departmental Training - Clinical and Care Departmental Training - Personnel Wounds and Dressings for CCPs

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Contractual Arrangements

No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	22
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts

No. of staff in post	65
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	5
Health & Safety	35
Equality, Diversity & Human Rights	5

Infection, prevention & control	20
Manual Handling	56
Safeguarding	39
Medicine management	0
Dementia	61
Positive Behaviour Management	61
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2115. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 216 Moving and Handling 216 Safeguarding 216 Medications Training 34 Dementia Training 215 Positive Behaviours Training 214 Food Hygiene 216 Infection Control 210 Induction 211 Equality, Diversity and Human Rights 211 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Pressure Area Care Nutrition and Hydration First Aid Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Creating a Homely Environment RPI Training Personal Care - Continence Care Coronavirus IPCT Toolkit Version 2 Personal Care and Image CPR Pressure Area Care Continence Care Enriching Lives with Welsh Culture Toolkit

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Fire Safety

Contractual Arrangements

No. of permanent staff	60
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	40
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	4

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	Bryn Seiont Newydd

Telephone Number	01286684540
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	156

Fees Charged

The minimum weekly fee payable during the last financial year?	1050.00
The maximum weekly fee payable during the last financial year?	1500.00

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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	107
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	107
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	18
How many dining rooms at the service?	15
Provide details of any outside space to which the residents have access	The home is situated within 5 acres of tranquil countryside, with beautiful, landscaped gardens surrounding the home encouraging birdlife & butterflies and filled with roses and brightly coloured planting, and a traditional Victorian walled garden to enjoy. The gardens have paths and wheelchair access to allow our residents and their visitors to enjoy them, including the Woodland Walk along the driveway, featuring a wildflower area, linking the more formal areas to the woodland, where bird and butterfly boxes are sited. A Jubilee Garden filled with fragrant roses is a sensory delight and a popular destination to visit and soak in the vibrant colours and fragrances. Plenty of picnic tables and benches are dotted about for rest and relaxation. Accessible courtyard areas are enclosed within Bryn Seiont Newydd. Tactile planting attracts wildlife, provides sensory stimulation, and spaces for outdoor activities and relaxation.

Provide details of any other facilities to which the residents have access	19 Communal WCs (4 in communal bathrooms) 4 Lifts 1 Art and Music Room (one of the dining living rooms) 1 Sensory Room 2 Hair Salons 6 Separate kitchen serveries Access to WiFi points throughout the home TV aerial points in all bedrooms Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell Café areas to front of main entrances self-service with homemade cakes & hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy support

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate. Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.	People are supported to live well by: Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes. Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support. We promote everyone's culture and nationality is recognised. There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure: There is protection from abuse and neglect. Human rights met. Data protection upheld. Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development. Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks. A safe environment inside out.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	217

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47 Dementia Training 280 Positive Behaviours Training 279 Food Hygiene 280 Infection Control 278 Induction 273 Equality, Diversity and Human Rights 273 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid Personal Care - Continence Care Illnesses and Syndromes Personal Care - Getting Up, Dressing, and Going to Bed Pain and Discomfort Communication

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

> 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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47 Dementia Training 280 Positive Behaviours Training 279 Food Hygiene 280 Infection Control 278 Induction 273 Equality, Diversity and Human Rights 273 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid

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Illnesses and Syndromes

Personal Care - Getting Up, Dressing, and Going to Bed

Pain and Discomfort

Communication

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

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

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

> Staff Qualifications

No. of staff who have the required qualification 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	3
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47 Dementia Training 280 Positive Behaviours Training 279 Food Hygiene 280 Infection Control 278

		Induction Control 273
		Induction 273
		Equality, Diversity and Human Rights 273
		Additional Training in 22/23 included for all staff groups :
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		First Aid
		Personal Care - Continence Care
		Illnesses and Syndromes
		Personal Care - Getting Up, Dressing, and Going to Bed
		Pain and Discomfort
		Communication
		Dealing with Loss and Grief and EOL Care
		Creating a Homely Environment
		Personal Care - Bathing and Personal Image
		Nutrition and Hydration
		Enriching Lives with Person Centred Care
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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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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

Nursing care 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	162
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	68
Health & Safety	74
Equality, Diversity & Human Rights	68
Infection, prevention & control	80
Manual Handling	118
Safeguarding	73
Medicine management	3
Dementia	95
Positive Behaviour Management	82
Food Hygiene	76
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280

Safeguarding 280

Medications Training 47

Dementia Training 280

Positive Behaviours Training 279

Food Hygiene 280

Infection Control 278

Induction 273

Equality, Diversity and Human Rights 273

Additional Training in 22/23 included for all staff groups :

Fire Safety

First Aid

Personal Care - Continence Care

Illnesses and Syndromes

Personal Care - Getting Up, Dressing, and Going to Bed

Pain and Discomfort

Communication

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Contractual Arrangements

No. of permanent staff	147
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
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)	31
No. of part-time staff (17-34 hours per week)	102
No. of part-time staff (16 hours or under per week)	14

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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 30 14:00-21:00 = 28 21:00-07:30 = 13 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	59
No. of staff working towards the required/recommended qualification	6

Registered nurses

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	13
No. of posts vacant	1

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

Induction	4
Health & Safety	8
Equality, Diversity & Human Rights	4
Infection, prevention & control	8
Manual Handling	5
Safeguarding	8
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47 Dementia Training 280 Positive Behaviours Training 279 Food Hygiene 280 Infection Control 278 Induction 273 Equality, Diversity and Human Rights 273 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid Personal Care - Continence Care Illnesses and Syndromes Personal Care - Getting Up, Dressing, and Going to Bed Pain and Discomfort Communication Dealing with Loss and Grief and EOL Care Creating a Homely Environment Personal Care - Bathing and Personal Image Nutrition and Hydration Enriching Lives with Person Centred Care Personal Care - Pressure Area Care Fire Marshal Training – part of Fire Safety Toolkit

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Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 6 14:00-21:00 = 6 21:00-07:30 = 3 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

Does your service structure include roles of this type?	No

Domestic staff

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	32
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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	16
Manual Handling	17
Safeguarding	28
Medicine management	0
Dementia	31
Positive Behaviour Management	32
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47

Medications Training 47

Dementia Training 280

Positive Behaviours Training 279

Food Hygiene 280

Infection Control 278

Induction 273

Equality, Diversity and Human Rights 273

Additional Training in 22/23 included for all staff gr oups :

Fire Safety

First Aid

Personal Care - Continence Care

Illnesses and Syndromes

Personal Care - Getting Up, Dressing, and Going t o Bed

Pain and Discomfort

Communication

Dealing with Loss and Grief and EOL Care

Creating a Homely Environment

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Departmental Training - Personnel

Enriching Everyday Life

Huntington's Disease Toolkit

Mental Health, Wellbeing and Mindfulness Toolkit

Mental Health, Wellbeing and Mindfulness Toolkit

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Contractual Arrangements

No. of permanent staff	25
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	25
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	31
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	16
No. of posts vacant	1

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

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

Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	9
Manual Handling	8
Safeguarding	7
Medicine management	0
Dementia	15
Positive Behaviour Management	15
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638. Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 280

Moving and Handling 280

Safeguarding 280

Medications Training 47

Dementia Training 280

Positive Behaviours Training 279

Food Hygiene 280

Infection Control 278

Induction 273

Equality, Diversity and Human Rights 273

Additional Training in 22/23 included for all staff groups :

Fire Safety

First Aid

Personal Care - Continence Care

Illnesses and Syndromes

Personal Care - Getting Up, Dressing, and Going to Bed

Pain and Discomfort

Communication

Dealing with Loss and Grief and EOL Care

Creating a Homely Environment

Personal Care - Bathing and Personal Image

Nutrition and Hydration

Enriching Lives with Person Centred Care

Personal Care - Pressure Area Care

Fire Marshal Training – part of Fire Safety Toolkit

CPR

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Performance Improvement

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Continence Care

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Contractual Arrangements

No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	15
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts

No. of staff in post	54
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	33
Equality, Diversity & Human Rights	4
Infection, prevention & control	18
Manual Handling	45
Safeguarding	30

Medicine management	0
Dementia	50
Positive Behaviour Management	50
Food Hygiene	34
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 3638.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 280
	Moving and Handling 280
	Safeguarding 280
	Medications Training 47
	Dementia Training 280
	Positive Behaviours Training 279
	Food Hygiene 280
	Infection Control 278
	Induction 273
	Equality, Diversity and Human Rights 273
	Additional Training in 22/23 included for all staff groups :
	Fire Safety
	First Aid
	Personal Care - Continence Care
	Illnesses and Syndromes
	Personal Care - Getting Up, Dressing, and Going to Bed
	Pain and Discomfort
	Communication
	Dealing with Loss and Grief and EOL Care
	Creating a Homely Environment
	Personal Care - Bathing and Personal Image
	Nutrition and Hydration
	Enriching Lives with Person Centred Care
	Personal Care - Pressure Area Care
	Fire Marshal Training – part of Fire Safety Toolkit
	CPR
	Management and Leadership
	Constructive Feedback and Being Assertive
	Performance Improvement
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Contractual Arrangements

No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	40
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Gwern Alyn Care Home

Telephone Number	01978363606
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	38

Fees Charged

The minimum weekly fee payable during the last financial year?	706.59
The maximum weekly fee payable during the last financial year?	859.96

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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	28
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	5
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Gwern Alyn enjoys a Victorian walled garden, fishpond, with large decking area with raised planters and seating areas. The landscape gardens encourage birdlife & butterflies and can be accessed from the living room, Orangery and Conservatory. The home is situated in a conservation area & shares 7 acres of well-maintained gardens and parkland, for longer walks, with its sister home, Hillbury, surrounded by beautiful Lyme and Beech trees and filled with established, mature trees including Norwegian Maple and Willow, which are planted amongst rolling lawns. The shrubberies are planted with seasonal shrubs including fragrant camelias, roses, wallflowers, and brightly coloured planting, with quiet seated areas and paths and wheelchair access to allow our residents and their visitors to enjoy them.

Provide details of any other facilities to which the residents have access	3 Shower rooms 8 Communal WCs (4 in communal bath/shower rooms) 1 Lift 1 Kitchen servery 1 Kitchen 1 Orangery (one of the communal dining living rooms) 1 Conservatory Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Ability to have Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. External onsite kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External onsite laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains, cushions and throws for bedrooms dayrooms and communal areas using a diverse range of colourful fabrics and designs to give variety and create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy support.

Communicating with people who use the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate. Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.	People are supported to live well by: Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes. Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support. We promote everyone's culture and nationality is recognised. There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure: There is protection from abuse and neglect. Human rights met. Data protection upheld. Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development. Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks. A safe environment inside out.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	87

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 90 Moving and Handling 90 Safeguarding 90 Medications Training 4 Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86 Induction 87 Equality, Diversity and Human Rights 87 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care

Personal Care - Pressure Area Care

Nutrition and Hydration

Creating a Homely Environment

Pain and Discomfort

Illnesses and Syndromes

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792.

Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 90

Moving and Handling 90

Safeguarding 90

Medications Training 4

Dementia Training 90

Positive Behaviours Training 89

Food Hygiene 91

Infection Control 86

Induction 87

Equality, Diversity and Human Rights 87

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed |

Personal Care - Continence Care

Personal Care - Pressure Area Care

Nutrition and Hydration

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Illnesses and Syndromes

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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)	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 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?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	2
Dementia	3
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 90 Moving and Handling 90 Safeguarding 90 Medications Training 4 Dementia Training 90 Positive Behaviours Training 89

Food Hygiene 91

Infection Control 86

Induction 87

Equality, Diversity and Human Rights 87

Additional Training in 22/23 included for all staff groups :

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Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

Nutrition and Hydration

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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

> 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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 1 14:00-21:00 = 1 21:00-07:30 = 1 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

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

Induction	3
Health & Safety	1
Equality, Diversity & Human Rights	3
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	0

Dementia	9
Positive Behaviour Management	7
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 90 Moving and Handling 90 Safeguarding 90 Medications Training 4 Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86 Induction 87 Equality, Diversity and Human Rights 87 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care Nutrition and Hydration Creating a Homely Environment Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Fire Safety First Aid Care Planning for Care Practitioners Coronavirus IPCT Toolkit Version 2 Enriching Lives with Welsh Culture Toolkit Management and Leadership Team Leader Employee Handbook Training Effective Delegation and Time Management Performance Improvement Management Theories and Models Constructive Feedback and Being Assertive Supervision and Appraisal

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Contractual Arrangements

No. of permanent staff	11
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)	9
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 4 14:00-21:00 = 3 21:00-07:30 = 1 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

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	2

Domestic staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	5

No. of posts vacant	0

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	5
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792.

Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 90

Moving and Handling 90

Safeguarding 90

Medications Training 4

Dementia Training 90

Positive Behaviours Training 89

Food Hygiene 91

Infection Control 86

Induction 87

Equality, Diversity and Human Rights 87

Additional Training in 22/23 included for all staff groups :

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Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Creating a Homely Environment

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Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes

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	13

No. of posts vacant	1

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

Induction	1
Health & Safety	7
Equality, Diversity & Human Rights	1
Infection, prevention & control	4
Manual Handling	6
Safeguarding	10
Medicine management	0
Dementia	12
Positive Behaviour Management	12
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 90 Moving and Handling 90 Safeguarding 90 Medications Training 4 Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86 Induction 87 Equality, Diversity and Human Rights 87 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care Nutrition and Hydration Creating a Homely Environment Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Fire Safety

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Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts	
No. of staff in post	58
No. of posts vacant	1

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

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

Induction	4
Health & Safety	35
Equality, Diversity & Human Rights	4
Infection, prevention & control	21
Manual Handling	46
Safeguarding	30
Medicine management	0
Dementia	52
Positive Behaviour Management	53
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 792.

Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 90

Moving and Handling 90

Safeguarding 90

Medications Training 4

Dementia Training 90

Positive Behaviours Training 89

Food Hygiene 91

Infection Control 86

Induction 87

Equality, Diversity and Human Rights 87

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Departmental Training - Clinical and Care

Contractual Arrangements

No. of permanent staff	55
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	41
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

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

Service Profile

Service Details

Name of Service	Highfield Care Home

Telephone Number	01978721000
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	189

Fees Charged

The minimum weekly fee payable during the last financial year?	763.84
The maximum weekly fee payable during the last financial year?	1290.76

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	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	96
How many bedrooms at the service are shared rooms?	8
How many of the bedrooms have en-suite facilities?	96
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	16
How many dining rooms at the service?	6

Provide details of any outside space to which the residents have access	Both Highfield & Cae Bryn units have an accessible enclosed courtyard with access from communal living rooms planted up with decorative shrub roses & mixed herbaceous perennials to attract an assortment of wildlife. To front and rear of Highfield are two wonderful water features that serve as a perfect water bath for various different birds & butterflies. Rhododendron and iris gardens with lollypop pruned maples are to the rear of both units, with a sensory garden of fragrant, colourful, seasonal plants, & arbour seating. Surrounding both units are the communal gardens, filled with roses, and brightly coloured planting, quiet seated areas & paths & wheelchair access to allow residents and their visitors to enjoy. Both units have access to the gardens from communal living rooms. There is also a nature path around the site, with a bluebell woodland, wooden animal sculpture trail, original stone summerhouse, obelisk, seasonal plants, mature trees, and bench and arbour seating.
Provide details of any other facilities to which the residents have access	4 Shower Rooms 18 Communal WCs (6 within communal bath/shower rooms) 3 Lifts 3 Kitchen serveries Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Ability to have Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. Café area at entrance self-service with homemade cakes and hot drinks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains, cushions and throws for bedrooms dayrooms and communal areas using a diverse range of colourful fabrics and designs to give variety and create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy support.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate. Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.
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.	People are supported to live well by: Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes. Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support. We promote everyone's culture and nationality is recognised. There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure: There is protection from abuse and neglect. Human rights met. Data protection upheld. Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development. Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks. A safe environment inside out.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	205

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	1
	Manual Handling	0
	Safeguarding	0
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228 Safeguarding 228 Medications Training 38 Dementia Training 227 Positive Behaviours Training 226 Food Hygiene 228 Infection Control 225 Induction 222 Equality, Diversity and Human Rights 222 Additional Training in 22/23 included for all staff groups :

Fire Safety

First Aid

Enriching Lives with Person Centred Care

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

Nutrition and Hydration

Creating a Homely Environment

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Care Delivery Bundle Toolkit

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Departmental Training - Personnel

Continence Care

Care Planning Toolkit for Nurses & SCPs

Sepsis Refresher – part of IPC Toolkit

Huntington's Disease Toolkit

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2

Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228 Safeguarding 228 Medications Training 38 Dementia Training 227 Positive Behaviours Training 226 Food Hygiene 228 Infection Control 225 Induction 222 Equality, Diversity and Human Rights 222 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care Nutrition and Hydration Creating a Homely Environment Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Enriching Everyday Life Key Handler Training Team Leader Employee Handbook Training Departmental Training - Clinical and Care Mental Health, Wellbeing and Mindfulness Toolkit Version 1 Care Planning for Care Practitioners End of Life Protocols Management Theories and Models Effective Delegation and Time Management Performance Improvement Management and Leadership Constructive Feedback and Being Assertive

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	2
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	5
No. of posts vacant	0

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

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	4
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228 Safeguarding 228 Medications Training 38 Dementia Training 227 Positive Behaviours Training 226 Food Hygiene 228 Infection Control 225 Induction 222 Equality, Diversity and Human Rights 222 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care

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Pain and Discomfort	
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Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

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

Nursing care 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	93
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	32
Health & Safety	49
Equality, Diversity & Human Rights	32
Infection, prevention & control	42
Manual Handling	91
Safeguarding	47
Medicine management	0
Dementia	31
Positive Behaviour Management	31
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228 Safeguarding 228 Medications Training 38 Dementia Training 227

Positive Behaviours Training 226

Food Hygiene 228

Infection Control 225

Induction 222

Equality, Diversity and Human Rights 222

Additional Training in 22/23 included for all staff groups :

Fire Safety

First Aid

Enriching Lives with Person Centred Care

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Contractual Arrangements

No. of permanent staff	87
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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)	61
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	6

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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 24 14:00-21:00 = 18 21:00-07:30 = 9 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	37
No. of staff working towards the required/recommended qualification	4

Registered nurses

Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	22
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	7
Health & Safety	5
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	21
Safeguarding	9
Medicine management	1
Dementia	17
Positive Behaviour Management	17
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 228
	Moving and Handling 228
	Safeguarding 228
	Medications Training 38
	Dementia Training 227
	Positive Behaviours Training 226
	Food Hygiene 228
	Infection Control 225
	Induction 222
	Equality, Diversity and Human Rights 222
	Additional Training in 22/23 included for all staff groups :
	Fire Safety
	First Aid
	Enriching Lives with Person Centred Care
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Continence Care
	Personal Care - Pressure Area Care
	Nutrition and Hydration

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Pain and Discomfort

Illnesses and Syndromes

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Contractual Arrangements	
No. of permanent staff	20
No. of Fixed term contracted staff	0

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

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

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2

> 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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 6 14:00-21:00 = 5 21:00-07:30 = 3 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	No

Domestic staff	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	18
No. of posts vacant	1

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

Induction	7
Health & Safety	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	6
Manual Handling	18
Safeguarding	7

Medicine management	0
Dementia	17
Positive Behaviour Management	17
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 228
	Moving and Handling 228
	Safeguarding 228
	Medications Training 38
	Dementia Training 227
	Positive Behaviours Training 226
	Food Hygiene 228
	Infection Control 225
	Induction 222
	Equality, Diversity and Human Rights 222
	Additional Training in 22/23 included for all staff groups :
	Fire Safety
	First Aid
	Enriching Lives with Person Centred Care
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Continence Care
	Personal Care - Pressure Area Care
	Nutrition and Hydration
	Creating a Homely Environment
	Pain and Discomfort
	Illnesses and Syndromes
	Dealing with Loss and Grief and EOL Care
	Enriching Everyday Life
	Key Handler Training
	Team Leader Employee Handbook Training
	Departmental Training - Clinical and Care
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Care Planning Toolkit for Nurses

Archiving Care Plan Documents Toolkit

Care Delivery Bundle Toolkit

Personal Care and Image

Departmental Training - Personnel

Continence Care

Care Planning Toolkit for Nurses & SCPs

Sepsis Refresher – part of IPC Toolkit

Huntington's Disease Toolkit

Departmental Training – Accounts

Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	18
No. of staff working toward required/recommended qualification	0

Catering staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	22
No. of posts vacant	1

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

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

Induction	7
Health & Safety	10
Equality, Diversity & Human Rights	7
Infection, prevention & control	12
Manual Handling	20
Safeguarding	19
Medicine management	0
Dementia	22
Positive Behaviour Management	22
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228 Safeguarding 228 Medications Training 38 Dementia Training 227 Positive Behaviours Training 226 Food Hygiene 228 Infection Control 225 Induction 222 Equality, Diversity and Human Rights 222 Additional Training in 22/23 included for all staff groups : Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care

		Nutrition and Hydration
		Creating a Homely Environment
		Pain and Discomfort
		Illnesses and Syndromes
		Dealing with Loss and Grief and EOL Care
		Enriching Everyday Life
		Key Handler Training
		Team Leader Employee Handbook Training
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		Performance Improvement
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		Constructive Feedback and Being Assertive
		CPR
		Shift Coordinator Training Toolkit
		CIW Inspection Process
		Mental Capacity and DOLs
		Mental Health, Wellbeing and Mindfulness Toolkit
		Use your Supervision and Appraisal to Get Ahead
		Understanding Self and Others
		Team Working
		Supervision and Appraisal
		Coronavirus IPCT Toolkit Version 2
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		Enriching Lives with Welsh Culture Toolkit
		Care Planning Toolkit for Nurses
		Archiving Care Plan Documents Toolkit
		Care Delivery Bundle Toolkit
		Personal Care and Image
		Departmental Training - Personnel
		Continence Care
		Care Planning Toolkit for Nurses & SCPs
		Sepsis Refresher – part of IPC Toolkit
		Huntington's Disease Toolkit
		~~Departmental Training – Accounts~~
	Contractual Arrangements	
	No. of permanent staff	21

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

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

No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification	22
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

> Filled and vacant posts

No. of staff in post	65
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	5
Health & Safety	35
Equality, Diversity & Human Rights	5
Infection, prevention & control	20
Manual Handling	56
Safeguarding	39
Medicine management	0
Dementia	61
Positive Behaviour Management	61
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 228 Moving and Handling 228

Safeguarding 228

Medications Training 38

Dementia Training 227

Positive Behaviours Training 226

Food Hygiene 228

Infection Control 225

Induction 222

Equality, Diversity and Human Rights 222

Additional Training in 22/23 included for all staff groups :

Fire Safety

First Aid

Enriching Lives with Person Centred Care

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

Nutrition and Hydration

Creating a Homely Environment

Pain and Discomfort

Illnesses and Syndromes

Dealing with Loss and Grief and EOL Care

Enriching Everyday Life

Key Handler Training

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	Archiving Care Plan Documents Toolkit
	Care Delivery Bundle Toolkit
	Personal Care and Image
	Departmental Training - Personnel
	Continence Care
	Care Planning Toolkit for Nurses & SCPs
	Sepsis Refresher – part of IPC Toolkit
	Huntington's Disease Toolkit
	Departmental Training – Accounts

Contractual Arrangements

No. of permanent staff	60
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	40
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	4

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	Hillbury House Care Home

Telephone Number	01978315202
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	78

Fees Charged

The minimum weekly fee payable during the last financial year?	706.59
The maximum weekly fee payable during the last financial year?	868.14

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	63
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	61
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	7
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Colour, vitality & green spaces welcome residents & visitors to Hillbury in our newly designed & planted gardens with relaxed seating for socialising, activities, or quiet contemplation. Colourful pots are planted with topiary trees & dotted about on our slate paving with plenty of bird feeders to attract garden birds & butterflies. There is a brightly coloured pebble art, hand painted by residents & local schoolchildren. Formal gardens with box hedging surround the home, accessed from communal areas. There are enclosed courtyards & areas with raised flower beds, a large, fenced fishpond, and seated areas, that can be accessed via the main dining living areas & entrance hallway. For longer walks, the home, in a conservation area, shares 7 acres of well-maintained gardens with its sister home, Gwern Alyn, filled with trees, roses, wallflowers, & brightly coloured planting, quiet seated areas and paths & wheelchair access to allow our residents & their visitors to enjoy them.

Provide details of any other facilities to which the residents have access	2 Bathrooms without assisted bathing facilities 2 Shower rooms 12 Communal WCs (7 within communal bath/shower rooms) 3 Lifts (one within each unit) 1 Hair Salon Kitchen serveries Lounge areas also have space for our Hair & Beauty Pub & Ice Cream Pop ups. Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. Fully equipped kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events Fully equipped laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office & Academy

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by: Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate. Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.

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.	People are supported to live well by: Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes. Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support. We promote everyone's culture and nationality is recognised. There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure: There is protection from abuse and neglect. Human rights met. Data protection upheld. Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development. Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks. A safe environment inside out.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	122

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	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	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130 Medications Training 13 Dementia Training 130 Positive Behaviours Training 129 Food Hygiene 131 Infection Control 126 Induction 122 Equality, Diversity and Human Rights 122 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Departmental Training - Clinical and Care Mental Health, Wellbeing and Mindfulness Toolkit Version 1 Personal Care - Getting Up, Dressing, and Going to Bed

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130 Medications Training 13 Dementia Training 130 Positive Behaviours Training 129 Food Hygiene 131 Infection Control 126 Induction 122 Equality, Diversity and Human Rights 122 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication

Communication

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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	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130 Medications Training 13 Dementia Training 130 Positive Behaviours Training 129 Food Hygiene 131 Infection Control 126 Induction 122 Equality, Diversity and Human Rights 122

Equality, Diversity and Human Rights 122

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

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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 social care worker	1
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

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	14
No. of posts vacant	0

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

Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	13
Positive Behaviour Management	8
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 130

Moving and Handling 130

Safeguarding 130

Medications Training 13

Dementia Training 130

Positive Behaviours Training 129

Food Hygiene 131

Infection Control 126

Induction 122

Equality, Diversity and Human Rights 122

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

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Contractual Arrangements

No. of permanent staff	14
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)	12
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 3 14:00-21:00 = 3 21:00-07:30 = 1 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	35
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	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	6
Manual Handling	9
Safeguarding	6
Medicine management	0
Dementia	30
Positive Behaviour Management	22
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130 Medications Training 13 Dementia Training 130 Positive Behaviours Training 129 Food Hygiene 131 Infection Control 126 Induction 122 Equality, Diversity and Human Rights 122 Additional Training in 22/23 included for all staff groups : Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Departmental Training - Clinical and Care Mental Health, Wellbeing and Mindfulness Toolkit Version 1 Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Nutrition and Hydration Creating a Homely Environment Pain and Discomfort Illnesses and Syndromes Dealing with Loss and Grief and EOL Care Fire Safety

First Aid

Personal Care - Pressure Area Care

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Continence Care

Pressure Area Care

Enriching Lives with Welsh Culture Toolkit

Effective Delegation and Time Management

Constructive Feedback and Being Assertive

Supervision and Appraisal

Coaching and Mentoring

Departmental Training - Personnel

Huntington's Disease Toolkit

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Contractual Arrangements

No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	21
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	2

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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 10 14:00-21:00 = 8 21:00-07:30 = 5 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	2

Domestic staff	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	10
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	9
Equality, Diversity & Human Rights	1
Infection, prevention & control	9
Manual Handling	2
Safeguarding	5
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.	Training event attendances across all staff groups in 22/23 totalled 1278.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 130
	Moving and Handling 130
	Safeguarding 130
	Medications Training 13
	Dementia Training 130
	Positive Behaviours Training 129
	Food Hygiene 131
	Infection Control 126
	Induction 122
	Equality, Diversity and Human Rights 122
	Additional Training in 22/23 included for all staff groups :
	Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Departmental Training - Clinical and Care

Mental Health, Wellbeing and Mindfulness Toolkit Version 1

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Nutrition and Hydration

Creating a Homely Environment

Pain and Discomfort

Illnesses and Syndromes

Dealing with Loss and Grief and EOL Care

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Contractual Arrangements	
No. of permanent staff	10
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)	9
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	

No. of staff who have the required qualification	10
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	13
No. of posts vacant	1

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

Induction	1
Health & Safety	7
Equality, Diversity & Human Rights	1
Infection, prevention & control	4
Manual Handling	6
Safeguarding	10
Medicine management	0
Dementia	12
Positive Behaviour Management	12
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130 Medications Training 13 Dementia Training 130 Positive Behaviours Training 129 Food Hygiene 131 Infection Control 126 Induction 122

Induction 122

Equality, Diversity and Human Rights 122

Additional Training in 22/23 included for all staff groups :

Enriching Lives with Person Centred Care

Enriching Everyday Life

Communication

Personal Care - Bathing and Personal Image

Departmental Training - Clinical and Care

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Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	0

	Staff Qualifications

No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

	Filled and vacant posts

No. of staff in post	58
No. of posts vacant	1

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

Induction	4
Health & Safety	35
Equality, Diversity & Human Rights	4
Infection, prevention & control	21
Manual Handling	46
Safeguarding	30
Medicine management	0
Dementia	52
Positive Behaviour Management	53
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 130 Moving and Handling 130 Safeguarding 130

			Medications Training 13
			Dementia Training 130
			Positive Behaviours Training 129
			Food Hygiene 131
			Infection Control 126
			Induction 122
			Equality, Diversity and Human Rights 122
			Additional Training in 22/23 included for all staff groups :
			Enriching Lives with Person Centred Care
			Enriching Everyday Life
			Communication
			Personal Care - Bathing and Personal Image
			Departmental Training - Clinical and Care
			Mental Health, Wellbeing and Mindfulness Toolkit Version 1
			Personal Care - Getting Up, Dressing, and Going to Bed
			Personal Care - Continence Care
			Nutrition and Hydration
			Creating a Homely Environment
			Pain and Discomfort
			Illnesses and Syndromes
			Dealing with Loss and Grief and EOL Care
			Fire Safety
			First Aid
			Personal Care - Pressure Area Care
			Care Planning for Care Practitioners
			Team Leader Employee Handbook Training
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			Supervision and Appraisal
			Coaching and Mentoring
			Departmental Training - Personnel
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			Mental Health, Wellbeing and Mindfulness Toolkit

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Contractual Arrangements

No. of permanent staff	55
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	41
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

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

Service Profile

Service Details

| Name of Service | Pen Y Bryn Care Home |

Telephone Number	01978722400
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish

Service Provision

People Supported

| How many people in total did the service provide care and support to during the last financial year? | 111 |

Fees Charged

| The minimum weekly fee payable during the last financial year? | 985.42 |
| The maximum weekly fee payable during the last financial year? | 1402.76 |

Complaints

| What was the total number of formal complaints made during the last financial year? | 1 |

Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Management & Staff are accessible, open to consultation & promote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting professionals. A range of engagement opportunities exist for staff, residents/representatives and are wide and varied. Voices are heard in a multitude of ways & collated in QOCR. Arrangements exist to ensure residents/representatives co-produce and contribute to Care Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Support Planning and reviews for the mind, body, & soul - pre & on admission and during service including risk assessments; triangulated Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; Representative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

How many bedrooms at the service are single rooms?	70
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	70
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	8
How many dining rooms at the service?	7
Provide details of any outside space to which the residents have access	There is an accessible enclosed courtyard area between both units, an orchard filled with fruit trees and wooden sculptures of a large gorilla, a westie, a lemur and a hedgehog. An abundance of colourful tables and chairs for socialising with loved ones, activities and benches for quiet contemplation. A hedgehog house and night vision camera to the rear of Seren lounge captures videos of foxes, badgers and other wildlife that pay night-time visits. Rhododendron, maple and iris garden to the rear. There are hand-painted plant pots by our residents in their art classes and mosaic mandalas. Communal gardens, filled with roses and brightly coloured planting, quiet seated areas and paths and wheelchair access allow residents and their visitors to enjoy. Birdlife & butterflies are encouraged everywhere. There is a nature path around the site, with a bluebell woodland, wooden animal sculpture trail, original stone summerhouse, obelisk, seasonal plants, mature trees, and bench & arbour seating
Provide details of any other facilities to which the residents have access	1 Shower room 13 Communal WCs (4 within communal bathrooms) 2 Lifts 2 Activities, Art, and Music Rooms (included in communal lounges) for large projector screened televised events 4 Kitchen Serveries (next to dining rooms) 1 Physiotherapy room Access to Wi-Fi points throughout the home TV aerial points in all bedrooms Ability to have Satellite TV installed in bedrooms, should residents wish Call bell system in each bedroom, living room, bathroom, and dining room, with a personal alarm for those that cannot reach the call bell. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & linen delivered to rooms. Dedicated Soft Furnishings Dept make our own curtains, cushions & throws for all rooms using diverse range of colourful fabrics and designs to give variety & create a homely, warm inviting feel. Dedicated maintenance team on call 24/7 Central Office and Academy

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	iPads, Mobile Phone Voice Activation, and other additional means such as letter boards and picture files.

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.	Voices are heard, including residents and their representatives, staff, professional and other visitors by:
	Assessing care needs prior to admission and during residency that includes the physical, mental, and emotional needs of the 'mind body and soul' and is clearly agreed and delivered to achieve positive personal outcomes.
	Risks are identified, assessed, and mitigated, supporting positive risk taking and independence where appropriate.
	Residents and/or their representatives are involved in care planning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achieving safe and positive personal outcomes.
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.	People are supported to live well by:
	Every life is enriched as the quality of care is delivered in accordance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive personal outcomes.
	Residents are supported to maintain family and personal relationships and relationships with an independent community, where appropriate, which through partnership and community working provides seamless care and support.
	We promote everyone's culture and nationality is recognised.
	There can be an involvement in social media if they so wish.
The extent to which people feel safe and protected from abuse and neglect.	People are safe because the quality of care is delivered in accordance with the Regulation and Inspection of Social Care (Wales) Act 2016 and an agreed contract to ensure:
	There is protection from abuse and neglect.
	Human rights met.
	Data protection upheld.
	Care is provided and supported by trained, skilled, and confident staff, who are highly motivated and safely recruited and developed within a culture of continuous learning and development.
	Appropriate resources are provided including staff at various levels of skills and experience, as well as well-maintained premises, facilities, and equipment, and adequate stocks.
	A safe environment inside out.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	People live in suitable accommodation and environment by providing: A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and communal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights and treats enriching special and any occasions. The benefit of a timely laundry service, fresh linen, and clothing.

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)	173

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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 195 Moving and Handling 195 Safeguarding 195 Medications Training 40 Dementia Training 193 Positive Behaviours Training 192 Food Hygiene 195 Infection Control 191 Induction 188 Equality, Diversity and Human Rights 188 Additional Training in 22/23 included for all staff groups : First Aid Enriching Lives with PCC Fire Safety Nutrition and Hydration Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care Creating a Homely Environment Dealing with Loss and Grief and EOL Care Illnesses and Syndromes Pain and Discomfort Enriching Everyday Life Departmental Training - Clinical and Care Care Planning for Care Practitioners Coronavirus IPCT Toolkit Version 2 Coronavirus Visitor Toolkit Version 1 Pressure Area Care Personal Care and Image Continence Care Mental Health, Wellbeing and Mindfulness Toolkit Use your Supervision and Appraisal to Get Ahead Understanding Self and Others Team Working CPR

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Departmental Training - Personnel

Fire Marshal Training – part of Fire Safety Toolkit

Supervision and Appraisal

Management and Leadership

Huntington's Disease Toolkit

Departmental Training - Accounts

Constructive Feedback and Being Assertive

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes

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	0
Infection, prevention & control	1
Manual Handling	2

Safeguarding	1
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106.

Period to date training totals for annual return specifics for all staff groups are:

Health and Safety 195

Moving and Handling 195

Safeguarding 195

Medications Training 40

Dementia Training 193

Positive Behaviours Training 192

Food Hygiene 195

Infection Control 191

Induction 188

Equality, Diversity and Human Rights 188

Additional Training in 22/23 included for all staff groups :

First Aid

Enriching Lives with PCC

Fire Safety

Nutrition and Hydration

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Dealing with Loss and Grief and EOL Care

Illnesses and Syndromes

Pain and Discomfort

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Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification 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?	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	10
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	0

Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	5
Safeguarding	0
Medicine management	7
Dementia	4
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 195 Moving and Handling 195 Safeguarding 195 Medications Training 40 Dementia Training 193 Positive Behaviours Training 192 Food Hygiene 195 Infection Control 191 Induction 188 Equality, Diversity and Human Rights 188 Additional Training in 22/23 included for all staff groups : First Aid Enriching Lives with PCC Fire Safety Nutrition and Hydration Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going to Bed Personal Care - Continence Care Personal Care - Pressure Area Care Creating a Homely Environment Dealing with Loss and Grief and EOL Care Illnesses and Syndromes Pain and Discomfort Enriching Everyday Life Departmental Training - Clinical and Care Care Planning for Care Practitioners Coronavirus IPCT Toolkit Version 2 Coronavirus Visitor Toolkit Version 1 Pressure Area Care Personal Care and Image Continence Care

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Contractual Arrangements

No. of permanent staff	10
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)	9
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	4
No. of staff working towards the required/recommended qualification	0

Nursing care 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	71
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	29
Health & Safety	18
Equality, Diversity & Human Rights	29
Infection, prevention & control	31
Manual Handling	37
Safeguarding	19
Medicine management	13
Dementia	23
Positive Behaviour Management	19
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 195
	Moving and Handling 195
	Safeguarding 195
	Medications Training 40
	Dementia Training 193
	Positive Behaviours Training 192
	Food Hygiene 195
	Infection Control 191
	Induction 188
	Equality, Diversity and Human Rights 188
	Additional Training in 22/23 included for all staff groups :
	First Aid
	Enriching Lives with PCC
	Fire Safety
	Nutrition and Hydration
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Continence Care
	Personal Care - Pressure Area Care
	Creating a Homely Environment
	Dealing with Loss and Grief and EOL Care
	Illnesses and Syndromes
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Contractual Arrangements

No. of permanent staff	67
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	44
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	6

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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system. 07:30-14:00 = 17 14:00-21:00 = 14 21:00-07:30 = 7 The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	36
No. of staff working towards the required/recommended qualification	9

Registered nurses

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	11
No. of posts vacant	0

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

Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	5
Manual Handling	10
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 195 Moving and Handling 195 Safeguarding 195 Medications Training 40 Dementia Training 193 Positive Behaviours Training 192 Food Hygiene 195 Infection Control 191 Induction 188 Equality, Diversity and Human Rights 188 Additional Training in 22/23 included for all staff groups : First Aid Enriching Lives with PCC Fire Safety

	Nutrition and Hydration
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going to Bed
	Personal Care - Continence Care
	Personal Care - Pressure Area Care
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Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
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)	1

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.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupancy and responsive to additional and changing resident needs, eg one-to-one care. Actual staffing is recorded on our Time & Attendance system.
	07:30-14:00 = 5 14:00-21:00 = 4 21:00-07:30 = 2
	The above staff numbers are ONLY indicative of a shift/average cycle and are EXcluding special care arrangements e.g. 1:1. Enrichment staff are not included.

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
Does your service structure include roles of this type?	No

Domestic staff	
Does your service structure include roles of this type?	Yes

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

	Filled and vacant posts

No. of staff in post	13
No. of posts vacant	3

	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	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	6
Manual Handling	6
Safeguarding	11
Medicine management	0
Dementia	13
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 195 Moving and Handling 195

Safeguarding 195

Medications Training 40

Dementia Training 193

Positive Behaviours Training 192

Food Hygiene 195

Infection Control 191

Induction 188

Equality, Diversity and Human Rights 188

Additional Training in 22/23 included for all staff groups :

First Aid

Enriching Lives with PCC

Fire Safety

Nutrition and Hydration

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	13
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	22
No. of posts vacant	1

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

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

Induction	7
Health & Safety	10
Equality, Diversity & Human Rights	7
Infection, prevention & control	12
Manual Handling	20
Safeguarding	19
Medicine management	0
Dementia	22
Positive Behaviour Management	22
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106. Period to date training totals for annual return specifics for all staff groups are: Health and Safety 195

Moving and Handling 195

Safeguarding 195

Medications Training 40

Dementia Training 193

Positive Behaviours Training 192

Food Hygiene 195

Infection Control 191

Induction 188

Equality, Diversity and Human Rights 188

Additional Training in 22/23 included for all staff groups :

First Aid

Enriching Lives with PCC

Fire Safety

Nutrition and Hydration

Communication

Personal Care - Bathing and Personal Image

Personal Care - Getting Up, Dressing, and Going to Bed

Personal Care - Continence Care

Personal Care - Pressure Area Care

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Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	22
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers

Filled and vacant posts	
No. of staff in post	65
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	5
Health & Safety	35
Equality, Diversity & Human Rights	5
Infection, prevention & control	20
Manual Handling	56
Safeguarding	39
Medicine management	0
Dementia	61
Positive Behaviour Management	61

Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2106.
	Period to date training totals for annual return specifics for all staff groups are:
	Health and Safety 195
	Moving and Handling 195
	Safeguarding 195
	Medications Training 40
	Dementia Training 193
	Positive Behaviours Training 192
	Food Hygiene 195
	Infection Control 191
	Induction 188
	Equality, Diversity and Human Rights 188
	Additional Training in 22/23 included for all staff groups :
	First Aid
	Enriching Lives with PCC
	Fire Safety
	Nutrition and Hydration
	Communication
	Personal Care - Bathing and Personal Image
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Contractual Arrangements

No. of permanent staff	60
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	40
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

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