Annual Return 2022/2023

Provider Information to be published

2023.	completed for you. There are no actions	this provider and its associated services on the 31st March to complete. This information displayed will be included in the	
Provider name:		Pendine Park Care Organisation Ltd	
The provider was registered on: 28/01/2		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	Gwern Alyn Care Home		
were:	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 servi	се
	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 servi	се
	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 servi	се
	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	

Sandra Evans

There are no conditions associated to this service

107

Manager(s)

Maximum number of places

Service Conditions

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	

Service Type	Care Home Service
Gervice Type	Care Ficinic Gol vice
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/kno Wedge/key roles meet residents/company needs & enrich lives. In dividual training is identified & embedded through our induction & mandatory program & delivered through toolkits including policies, procedures, knowledge & specialist toolkits. Handbooks support v ertical & horizontal career progression. We access external trainin g/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 man aged through induction/training/development/progression. We rev iew turnover rates, exit interviews and absences. Recruitment follo ws rigorous regulatory fitness for work practices. Induction include s All about Pendine (values/cultures/vision), mandatory and job ro le 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
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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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 sto ne 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 Mediterran ean style planting including an established olive tree, lavender, a nd 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 1 Shower room 11 Communal WCs (3 in communal bath/shower rooms) access 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 dini ng room, with a personal alarm for those that cannot reach the cal I bell. Café area at entrance self-service with homemade cakes & hot dri nks. External kitchen preparing fresh home cooked food from seasonal menus & catering for special needs & events External laundry providing clean & freshly laundered clothes & lin en 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 pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes. The extent to which people are happy and supported to People are supported to live well by: maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social Every life is enriched as the quality of care is delivered in accor and behavioural development. dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes. Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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. People are safe because the quality of care is delivered in acco The extent to which people feel safe and protected from abuse and neglect. rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development. Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks. A safe environment inside out. The extent to which people live in accommodation that best People live in suitable accommodation and environment by pro supports their wellbeing and achievement of their personal outcomes. A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights an d 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	
	pecifically to this role type only. Unless otherwise sition 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	
nfection, 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 n 22/23 totalled 2115. Period to date training totals for annual return specific to the staff groups of the staff groups not	
	ifics 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 gr oups :	
	Enriching Lives with Person Centred Care	
	Enriching Everyday Life	
	Communication	
	Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t	
	o Bed	
	Personal Care - Pressure Area Care	

Nutrition and Hydration

	Fire Aid
	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
	Baseline Observations for CCPs
	Management and Leadership
	Mental Health, Wellbeing and Mindfulness Toolkit
	Huntington's Disease Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Constructive Feedback and Being Assertive
	Fire Safety
Contractual Arrangements	,
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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
Don't and in the second	
Deputy service manager	

Does your service structure include roles of this Yes type? 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 0 No. of posts vacant 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 0 Health & Safety 0 Equality, Diversity & Human Rights Infection, prevention & control 1 Manual Handling 1 Safeguarding 0 0 Medicine management 0 Dementia 1 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken Training event attendances across all staff groups i pertinent to this role which is not outlined above. n 22/23 totalled 2115. Period to date training totals for annual return spec ifics 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 gr oups: Enriching Lives with Person Centred Care **Enriching Everyday Life** Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t o 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
	Baseline Observations for CCPs
	Management and Leadership
	Mental Health, Wellbeing and Mindfulness Toolkii
	Huntington's Disease Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Constructive Feedback and Being Assertive
	Fire Safety
	Trile Galety
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	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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

Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spetated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	8
No. of posts vacant	0
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 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
	Enriching Everyday Life Communication
	Communication

	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
	Baseline Observations for CCPs
	Management and Leadership
	Mental Health, Wellbeing and Mindfulness Toolkit
	Huntington's Disease Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Constructive Feedback and Being Assertive
	Fire Safety
Contractual Arrangements	
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 fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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	0

Does your service structure include roles of this type?	Yes
	pecifically to this role type only. Unless otherwise sition 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
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 gr oups :
	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

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		
Baseline Observations for CCPs		
Management and Leadership		
Mental Health, Wellbeing and Mindfulness Toolkit		
Huntington's Disease Toolkit		
Departmental Training - Accounts		
Use your Supervision and Appraisal to Get Ahead		
Constructive Feedback and Being Assertive		
Fire Safety		
80		
0		
19		
0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
73		
1		
73		
73 7		

Nutrition and Hydration

Set out the typical shift patterns of staff employed Rotas and specific staff numbers are pre-arranged at the service in this role type. You should also to meet resident needs across a Monday to Sunda include the average number of staff working in y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid each shift. ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 16 14:00-21:00 = 16 21:00-07:30 = 4The 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 incl Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the 2 required/recommended qualification Registered nurses Does your service structure include roles of this Yes type? 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 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 Equality, Diversity & Human Rights 0 5 Infection, prevention & control 6 Manual Handling 4 Safeguarding 0 Medicine management 1 Dementia Positive Behaviour Management 7 Food Hygiene 5 Please outline any additional training undertaken Training event attendances across all staff groups i pertinent to this role which is not outlined above. n 22/23 totalled 2115. Period to date training totals for annual return spec ifics 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 gr oups: Enriching Lives with Person Centred Care Enriching Everyday Life Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t 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 Baseline Observations for CCPs Management and Leadership Mental Health, Wellbeing and Mindfulness Toolkit Huntington's Disease Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead Constructive Feedback and Being Assertive Fire Safety

Contractual Arrangements

No. of permanent staff

7

	T	
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 fixe	d 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 s	staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded 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	
911		
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	
	2	
Manual Handling	12	

Medicine management	0
Dementia	13
Positive Behaviour Management	11
Food Hygiene	1 Training event attendances across all staff groups
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups n 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 o 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 - Clinical and Care Departmental Training - Personnel

I	Wounds and Dressings for CCPs	
	Baseline Observations for CCPs	
	Management and Leadership	
	Mental Health, Wellbeing and Mindfulness Toolkit	
	Huntington's Disease Toolkit	
	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
	Constructive Feedback and Being Assertive	
	Fire Safety	
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)	0	
staff (2010 Hours)		
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	
•	7	
Equality, Diversity & Human Rights		
Infection, prevention & control	12	
Manual Handling	20	
Safeguarding	19	

0
22
22
13
Training event attendances across all staff groups n 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 - Clinical and Care Departmental Training - Personnel
Dopartinontal Trailing - Letoullet

	Baseline Observations for CCPs
	Management and Leadership
	Mental Health, Wellbeing and Mindfulness Toolkit
	Huntington's Disease Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Constructive Feedback and Being Assertive
	Fire Safety
Contractual Arrangements	· iio culoty
No. of management shoff	04
No. of permanent staff 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)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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 who have the required qualification No. of staff working toward required/recommended qualification	0
No. of staff working toward required/recommended qualification	
No. of staff working toward required/recommended qualification Other types of staff	0
No. of staff working toward required/recommended qualification	
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional	0
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 65 0 r for this role type. ant training. The list of training categories have been undertaken. Any training not listed
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training th	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 65 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff working toward required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the role responsibilities. Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	Yes Maintenance Gardeners Soft Furnishings Laundry Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers 65 0 r for this role type. ant training. The list of training categories have been undertaken. Any training not listed

Infection, prevention & control	20
Manual Handling	56
Safeguarding	39
Medicine management	0
Dementia 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 n 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
	Baseline Observations for CCPs
	Management and Leadership
	Mental Health, Wellbeing and Mindfulness Toolkit
	Huntington's Disease Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Constructive Feedback and Being Assertive
	' 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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are consulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 b eautiful, landscaped gardens surrounding the home encouraging birdlife & butterflies and filled with roses and brightly coloured pla nting, and a traditional Victorian walled garden to enjoy. The gard ens 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 19 Communal WCs (4 in communal bathrooms) 4 Lifts access 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 dini ng room, with a personal alarm for those that cannot reach the cal I 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 & lin en 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 pr	ovision 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they 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, staff, professional and other visitors by:

nning and health and wellbeing decision-making including best interest decisions, subject to the Mental Capacity Act and achie

ving safe and positive personal outcomes.

The extent to which people are happy and supported to People are supported to live well by: maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social Every life is enriched as the quality of care is delivered in accor and behavioural development. dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes. Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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. People are safe because the quality of care is delivered in acco The extent to which people feel safe and protected from abuse and neglect. rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development. Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks. A safe environment inside out. The extent to which people live in accommodation that best People live in suitable accommodation and environment by pro supports their wellbeing and achievement of their personal outcomes. A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights an d 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
	pecifically to this role type only. Unless otherwise sition 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 years out the number of staff who undertook releprovided is only a sample of the training that me can be added to 'Please outline any additional 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 n 22/23 totalled 3638. Period to date training totals for annual return specific.
	ifics 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 t
	o Bed
	Pain and Discomfort
	Communication

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 Supervision and Appraisal Team Leader Employee Handbook Training Coronavirus IPCT Toolkit Version 2 Pressure Area Care Continence Care Personal Care and Image Effective Delegation and Time Management Management Theories and Models Coaching and Mentoring Transactional Analysis and Drama Triangles Enriching Lives with Welsh Culture Toolkit Departmental Training - Clinical and Care Departmental Training - Personnel Enriching Everyday Life Huntington's Disease Toolkit Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed term contact staff by hours worked per week.

1

0

0

No. of full-time staff (35 hours or more per week)

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

No. of part-time staff (17-34 hours per week)

Staff Qualifications

Dealing with Loss and Grief and EOL Care

	1
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise iition 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
not outlined above'.	ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling Sefections	0
Safeguarding 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 gr oups :
	Fire Safety
	First Aid
	1

Illnesses and Syndromes Personal Care - Getting Up, Dressing, and Going t 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 Supervision and Appraisal Team Leader Employee Handbook Training Coronavirus IPCT Toolkit Version 2 Pressure Area Care Continence Care Personal Care and Image Effective Delegation and Time Management Management Theories and Models Coaching and Mentoring Transactional Analysis and Drama Triangles Enriching Lives with Welsh Culture Toolkit Departmental Training - Clinical and Care Departmental Training - Personnel **Enriching Everyday Life** Huntington's Disease Toolkit Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead

Personal Care - Continence Care

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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	raining undertaken pertinent for this role which is
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 spec
	ifics 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

Supervision and Appraisal

Team Leader Employee Handbook Training

Coronavirus IPCT Toolkit Version 2

Pressure Area Care

Continence Care

Personal Care and Image

Effective Delegation and Time Management

Management Theories and Models

Coaching and Mentoring

Transactional Analysis and Drama Triangles

Enriching Lives with Welsh Culture Toolkit

Departmental Training - Clinical and Care

Departmental Training - Personnel

Enriching Everyday Life

Huntington's Disease Toolkit

 $\label{eq:mental} \textit{Mental Health}, \textit{Wellbeing and Mindfulness Toolkit}$

Departmental Training - Accounts

Use your Supervision and Appraisal to Get Ahead

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-quaranteed hours contract (zero hours)	0
staff	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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	Yes
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe	
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts	
Important: All questions in this section relate spe stated, the information added should be the positive Filled and vacant posts No. of staff in post No. of posts vacant	tion as of the 31st March of the last financial year. 162
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the positive stated. Filled and vacant posts No. of staff in post Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Ple	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook releves provided is only a sample of the training that may can be added to 'Please outline any additional transition outlined above'. Induction Health & Safety	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the positive of staff and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional tranot outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Pleas	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80
Important: All questions in this section relate spe stated, the information added should be the positive stated, the positive stated and vacant posts. No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118
Important: All questions in this section relate spe stated, the information added should be the positive stated and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118 73
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Important: All questions in this section relate spe stated, the information added should be the positive staff in post. No. of staff in post Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any addit	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118 73 3 95 82 76
Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118 73 3 95 82 76 Training event attendances across all staff groups
Important: All questions in this section relate spe stated, the information added should be the positive Behaviour Management Important: All questions in this section relate spe stated, the information added should be the positive Behaviour Management Important: All questions in this section relate spe stated, the information added should be the positive stated. The positive section and the	162 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 68 74 68 80 118 73 3 95 82 76 Training event attendances across all staff groups n 22/23 totalled 3638. Period to date training totals for annual return spe

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 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 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 Supervision and Appraisal Team Leader Employee Handbook Training Coronavirus IPCT Toolkit Version 2 Pressure Area Care Continence Care Personal Care and Image Effective Delegation and Time Management Management Theories and Models Coaching and Mentoring Transactional Analysis and Drama Triangles Enriching Lives with Welsh Culture Toolkit Departmental Training - Clinical and Care Departmental Training - Personnel

Enriching Everyday Life

	Hardisatash Bisa T. 83
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
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 fixe	d 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-arrange to meet resident needs across a Monday to Sund y cycle, and are dynamic to be relevant to occupa cy and responsive to additional and changing resent needs, eg one-to-one care. Actual staffing is corded 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 cararrangements e.g. 1:1. Enrichment staff are not in uded.
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	13

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'.

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 spec ifics 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 gr oups :
	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 Marchal Training part of Fire Safety Toolkit

Fire Marshal Training – part of Fire Safety Toolkit

I	1	
	CPR	
	Management and Leadership	
	Constructive Feedback and Being Assertive	
	Performance Improvement	
	Supervision and Appraisal	
	Team Leader Employee Handbook Training	
	Coronavirus IPCT Toolkit Version 2	
	Pressure Area Care	
	Continence Care	
	Personal Care and Image	
	Effective Delegation and Time Management	
	Management Theories and Models	
	Coaching and Mentoring	
	Transactional Analysis and Drama Triangles	
	Enriching Lives with Welsh Culture Toolkit	
	Departmental Training - Clinical and Care	
	Departmental Training - Personnel	
	Enriching Everyday Life	
	Huntington's Disease Toolkit	
	Mental Health, Wellbeing and Mindfulness Toolkit	
	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
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 Rotas and specific staff numbers are pre-arranged at the service in this role type. You should also to meet resident needs across a Monday to Sunda include the average number of staff working in y cycle, and are dynamic to be relevant to occupan each shift. cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded on our Time & Attendance system. 07:30-14:00 = 614:00-21:00 = 6 21:00-07:30 = 3The 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 incl Senior social care workers providing direct care Does your service structure include roles of this No type? Other social care workers providing direct care Does your service structure include roles of this No type? Domestic staff Does your service structure include roles of this Yes type? 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 32 No. of staff in post 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 17 Manual Handling 28 Safeguarding 0 Medicine management 31 Dementia Positive Behaviour Management 32 28 Food Hygiene Please outline any additional training undertaken Training event attendances across all staff groups i pertinent to this role which is not outlined above. n 22/23 totalled 3638. Period to date training totals for annual return spec ifics for all staff groups are: Health and Safety 280 Moving and Handling 280 Safeguarding 280 Medications Training 47

INICUICATIONS TRAINING TI 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 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 Supervision and Appraisal Team Leader Employee Handbook Training Coronavirus IPCT Toolkit Version 2 Pressure Area Care Continence Care Personal Care and Image Effective Delegation and Time Management Management Theories and Models Coaching and Mentoring Transactional Analysis and Drama Triangles Enriching Lives with Welsh Culture Toolkit Departmental Training - Clinical and Care Departmental Training - Personnel **Enriching Everyday Life** Huntington's Disease Toolkit Mental Health. Wellbeing and Mindfulness Toolkit

	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
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	ed 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
	Yes
Important: All questions in this section relate spe	
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spestated, the information added should be the pos	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
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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

Supervision and Appraisal

Team Leader Employee Handbook Training

Coronavirus IPCT Toolkit Version 2

Pressure Area Care

Continence Care

Personal Care and Image

Effective Delegation and Time Management

Management Theories and Models

Coaching and Mentoring

Transactional Analysis and Drama Triangles

Enriching Lives with Welsh Culture Toolkit

Departmental Training - Clinical and Care

	Departmental Training - Personnel	
	Enriching Everyday Life	
	Huntington's Disease Toolkit	
	Mental Health, Wellbeing and Mindfulness Toolkit	
	-	
	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
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 fixe	d 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	
	Maintenance Gardeners Soft Furnishings Administration Accounts & Finance Personnel IT & Business Operations Directors & RI Academy - Assessors & Trainers	
role types other than those already listed? List the role title(s) and a brief description of the	Maintenance Gardeners Soft Furnishings Administration Accounts & Finance Personnel IT & Business Operations Directors & RI	
role types other than those already listed? 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	
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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
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	Positive Behaviours Training 279
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	Equality, Diversity and Human Rights 273
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	Fire Safety
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	Pain and Discomfort
	Communication
	Dealing with Loss and Grief and EOL Care
	Creating a Homely Environment
	Personal Care - Bathing and Personal Image
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	Constructive Feedback and Being Assertive
	Performance Improvement
	Supervision and Appraisal
	Team Leader Employee Handbook Training
	Coronavirus IPCT Toolkit Version 2
	Pressure Area Care
	Continence Care
	Personal Care and Image

	Effective Delegation and Time Management
	Management Theories and Models
	Coaching and Mentoring
	Transactional Analysis and Drama Triangles
	Enriching Lives with Welsh Culture Toolkit
	Departmental Training - Clinical and Care
	Departmental Training - Personnel
	Enriching Everyday Life
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
No. of permanent staff	0
No. of Fixed term contracted staff	0
	U
No. of volunteers	0
No. of volunteers No. of Agency/Bank staff	
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 3 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 3 0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 3 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the No. of full-time staff (35 hours or more per week)	0 3 0 d term contact staff by hours worked per week.
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed the staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 3 0 d term contact staff by hours worked per week. 40 8
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 3 0 d term contact staff by hours worked per week. 40 8

Service Profile

Service Details

Name of Service

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	

Gwern Alyn Care Home

Service Provision

People Supported

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

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 landsca pe gardens encourage birdlife & butterflies and can be accessed from the living room, Orangery and Conservatory. The home is sit uated in a conservation area & shares 7 acres of well-maintained gardens and parkland, for longer walks, with its sister home, Hillbu ry, 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 fragr ant camelias, roses, wallflowers, and brightly coloured planting, wi th quiet seated areas and paths and wheelchair access to allow o ur residents and their visitors to enjoy them.

3 Shower rooms Provide details of any other facilities to which the residents have 8 Communal WCs (4 in communal bath/shower rooms) access 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 Call bell system in each bedroom, living room, bathroom, and dini ng room, with a personal alarm for those that cannot reach the cal External onsite kitchen preparing fresh home cooked food from se asonal menus & catering for special needs & events External onsite laundry providing clean & freshly laundered clothe s & linen delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains , cushions and throws for bedrooms dayrooms and communal are as using a diverse range of colourful fabrics and designs to give v ariety 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they 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 pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes. The extent to which people are happy and supported to People are supported to live well by: maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social Every life is enriched as the quality of care is delivered in accor and behavioural development. dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes. Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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. People are safe because the quality of care is delivered in acco The extent to which people feel safe and protected from abuse and neglect. rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development. Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks. A safe environment inside out. The extent to which people live in accommodation that best People live in suitable accommodation and environment by pro supports their wellbeing and achievement of their personal outcomes. A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights an d 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	
	ecifically to this role type only. Unless otherwise sition 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 n 22/23 totalled 792. Period to date training totals for annual return specific contents.	
	ifics 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 - 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	
	Coaching and Mentoring	
	Personal Care and Image	
	Departmental Training - Personnel	
	Huntington's Disease Toolkit	
	 Mental Health, Wellbeing and Mindfulness Toolkit	
	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
	Departmental Training - Clinical and Care	
Contractual Arrangements		
No. of permanent staff 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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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	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 n 22/23 totalled 792. Period to date training totals for annual return spec	
	ifics for all staff groups are:	
	Health and Safety 90	
	Moving and Handling 90	
	Safeguarding 90	
	Medications Training 4	
	Dementia Training 90	
	Dementia Training 90 Positive Behaviours Training 89	
	Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91	
	Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86	
	Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91	
	Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86	
	Dementia Training 90 Positive Behaviours Training 89 Food Hygiene 91 Infection Control 86 Induction 87 Equality, Diversity and Human Rights 87	
	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 gr	
	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:	
	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	
	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	
	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	

	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
	Coaching and Mentoring
	Personal Care and Image
	Departmental Training - Personnel
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Departmental Training - Clinical and Care
Contractual Arrangements	
Community and angles of the community of	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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	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	T ₄	
No. of staff in post No. of posts vacant	0	
not outlined above'.	raining undertaken pertinent for this role which is	
Induction	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Infection, prevention & control	1	
Manual Handling	1	
Safeguarding Madising responses to	2	
Medicine management 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 n 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	
	Destitue Debendence Tradula a 00	
	Positive Behaviours Training 89	

	1 dod r tygiche 3 i
	Infection Control 86
	Induction 87
	Equality, Diversity and Human Rights 87
	Additional Training in 22/23 included for all staff gr oups :
	Enriching Lives with Person Centred Care
	Enriching Everyday Life
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going t o 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
	Coaching and Mentoring
	Personal Care and Image
	Departmental Training - Personnel
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Departmental Training - Clinical and Care
Contractual Arrangements	
No. of permanent staff	4

0

No. of Fixed term contracted staff

Food Hygiene 91

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	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-arrange to meet resident needs across a Monday to Sunday cycle, and are dynamic to be relevant to occupa cy and responsive to additional and changing resient needs, eg one-to-one care. Actual staffing is reorded 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 carrangements e.g. 1:1. Enrichment staff are not in uded.
Staff Qualifications	
No. of staff who have the required qualification to	4
be registered with Social Care Wales as a social care worker	
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Other social care workers providing direct care Does your service structure include roles of this type?	Yes
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post Filled and vacant posts No. of staff in post	ecifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years out the number of staff who undertook relever provided is only a sample of the training that materials.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial year set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'. Induction Health & Safety	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the possible of the information added should be the possible of the training that may be added to 'Please outline any additional to outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the possible of the information in the possible of the information in the inform	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 3 1
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years of the training that may can be added to 'Please outline any additional to the post.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 11 0 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 3 1 3 1

7 1 Training event attendances across all staff groups n 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
Training event attendances across all staff groups n 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
n 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
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Moving and Handling 90 Safeguarding 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 gr oups :
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
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Constructive Feedback and Being Assertive Supervision and Appraisal

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	Departmental Training - Personnel
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Departmental Training - Clinical and Care
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 fixe	d 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	
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 occupal cy 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 in uded.
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 spe	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the pos	
Filled and vacant posts	

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 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 i n 22/23 totalled 792.	
	Period to date training totals for annual return spec ifics 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 gr oups :	
	Enriching Lives with Person Centred Care	
	Enriching Everyday Life	
	Communication	
	Personal Care - Bathing and Personal Image	
	Personal Care - Getting Up, Dressing, and Going t o 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	
	1	

	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	
	Coaching and Mentoring	
	Personal Care and Image	
	Departmental Training - Personnel	
	Huntington's Disease Toolkit	
	Mental Health, Wellbeing and Mindfulness Toolkit	
	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
	Departmental Training - Clinical and Care	
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 fixe	d 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	
Tro. of stall in post	10	

No. of posts vacant	1
Training undertaken during the last financial year	ar 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 i n 22/23 totalled 792.
	Period to date training totals for annual return spec ifics 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 gr oups :
	Enriching Lives with Person Centred Care
	Enriching Everyday Life
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going t o 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
	50.00

	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
	Coaching and Mentoring
	Personal Care and Image
	Departmental Training - Personnel
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Departmental Training - Clinical and Care
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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

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'.

nduction	4
lealth & Safety	35
Equality, Diversity & Human Rights	4
nfection, prevention & control	21
<i>l</i> lanual Handling	46
Safeguarding	30
Medicine management	0
Dementia	52
Positive Behaviour Management	53
ood Hygiene	37
Please outline any additional training undertaken ertinent to this role which is not outlined above.	Training event attendances across all staff groups n 22/23 totalled 792.
	Period to date training totals for annual return spe ifics 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 goups:
	Enriching Lives with Person Centred Care
	Enriching Everyday Life
	Communication
	Personal Care - Bathing and Personal Image
	Personal Care - Getting Up, Dressing, and Going
	o Bed
	Personal Care - Continence Care
	Personal Care - Pressure Area Care
	Nutrition and Hydration
	Creating a Homely Environment

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
	Coaching and Mentoring
	Personal Care and Image
	Departmental Training - Personnel
	Huntington's Disease Toolkit
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
	Departmental Training - Clinical and Care
Contractual Arrangements	<u> </u>
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	d 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

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? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	3 0 1
Number of complaints not upheld 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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 cour tyard with access from communal living rooms planted up with dec orative shrub roses & mixed herbaceous perennials to attract an assortment of wildlife. To front and rear of Highfield are two wond erful water features that serve as a perfect water bath for various different birds & butterflies. Rhododendron and iris gardens with I ollypop pruned maples are to the rear of both units, with a sensor y garden of fragrant, colourful, seasonal plants, & arbour seating. Surrounding both units are the communal gardens, filled with rose s, and brightly coloured planting, quiet seated areas & paths & wh eelchair access to allow residents and their visitors to enjoy. Both units have access to the gardens from communal living rooms. Th ere is also a nature path around the site, with a bluebell woodland, wooden animal sculpture trail, original stone summerhouse, obeli sk, 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 dini ng room, with a personal alarm for those that cannot reach the cal I 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 & lin en delivered to rooms. Dedicated Soft Furnishings Dept where we make our own curtains , cushions and throws for bedrooms dayrooms and communal are as using a diverse range of colourful fabrics and designs to give v ariety 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 $\underline{\text{guidance}}$ 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 Voices are heard, including residents and their representatives, have choice about their care and support, and opportunities staff, professional and other visitors by: are made available to them. Assessing care needs prior to admission and during residency t hat includes the physical, mental, and emotional needs of the mind body and soul' and is clearly agreed and delivered to achi eve positive personal outcomes. Risks are identified, assessed, and mitigated, supporting positiv e risk taking and independence where appropriate. Residents and/or their representatives are involved in care pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes. The extent to which people are happy and supported to People are supported to live well by: maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social Every life is enriched as the quality of care is delivered in accor dance with our values, cultures, and Statement of Purpose, and and behavioural development. with respect, dignity, and compassion to achieve positive perso nal outcomes. Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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 People are safe because the quality of care is delivered in acco rdance with the Regulation and Inspection of Social Care (Wale and neglect. s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development. Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks. A safe environment inside out. The extent to which people live in accommodation that best People live in suitable accommodation and environment by pro supports their wellbeing and achievement of their personal vidina: outcomes. A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights an d 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 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

	<u> </u>
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'.	aining undertaken pertinent for this role which is
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 spec ifics 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

oups:

Additional Training in 22/23 included for all staff gr

Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t o 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 V ersion 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 **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 Pressure Area Care 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	
	Departmental Training - Accounts	
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 fixe	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	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	
Modionio managoment		
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 n 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 \ ersion 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

	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
	Pressure Area Care
	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	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	
	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'.

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 i n 22/23 totalled 2581.
	Period to date training totals for annual return spec ifics 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 gr oups:
	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
	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
	Pressure Area Care
	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	5
No. of Fixed term contracted staff	0

	T _a
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	93
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional to not outlined above'.	ant training. The list of training categories
	T _{oo}
Induction	32
Health & Safety	49
Equality, Diversity & Human Rights	32
Infection, prevention & control	42
Manual Handling	91
Safeguarding	47
Madialas assassas +	
Medicine management	0
Dementia	31
Dementia Positive Behaviour Management	31 31
Dementia Positive Behaviour Management Food Hygiene	31 31 37
Dementia Positive Behaviour Management	31 31 37 Training event attendances across all staff groups in 22/23 totalled 2581.
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 31 37 Training event attendances across all staff groups in 22/23 totalled 2581.
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 37 Training event attendances across all staff groups in 22/23 totalled 2581. Period to date training totals for annual return spec
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 37 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:
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 37 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
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 37 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
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	31 37 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

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 gr oups: Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t o 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 V 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 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

	Draggius Arag Cara
	Pressure Area Care
	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
0 1 1 1 1 2 2 2 2 2 2 2 2	
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 fixe	d 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy 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

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 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'.

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 i n 22/23 totalled 2581.
	Period to date training totals for annual return spec ifics 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 gr oups:
	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 V 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 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 Pressure Area Care 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** 20 No. of permanent staff 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	d 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 s	staff
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Rotas and specific staff numbers are pre-arranged to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan cy and responsive to additional and changing resid ent 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	
Other social care workers providing direct care Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positions.	Yes cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive of	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the position of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional training undertaken during the last financial year set outlined above'.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtondard above'. Induction Health & Safety	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positive stated, the information added should be the positive staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainot outlined above'.	Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 7 6
Does your service structure include roles of this type? Domestic staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	Yes cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 18 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 7 6 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 t o 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

	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	
	Pressure Area Care	
	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	
	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		
Calcing Stair		

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 n 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 V ersion 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 **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 Pressure Area Care 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 fixe	d 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	I.	
pertinent to this role which is not outlined above.	Training event attendances across all staff groups in 22/23 totalled 2581.	
pertinent to this role which is not outlined above.		

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 gr oups: Fire Safety First Aid Enriching Lives with Person Centred Care Communication Personal Care - Bathing and Personal Image Personal Care - Getting Up, Dressing, and Going t 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 V ersion 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 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
	Pressure Area Care
	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	Departmental Training – Accounts
Contractual Arrangements No. of permanent staff	Departmental Training – Accounts 60
No. of permanent staff	60
No. of permanent staff No. of Fixed term contracted staff	60
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	60 0 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	60 0 0 5
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	60 0 0 5
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	60 0 0 5 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	60 0 0 5 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed to the contract (35 hours or more per week) No. of part-time staff (17-34 hours per week)	60 0 0 5 0 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	60 0 0 5 0 d term contact staff by hours worked per week.

Service Profile

Service Details

Name of Service	Hillbury House Care Home
Telephone Number	01978315202

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	78
support to during the last financial year?	

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? Number of active complaints outstanding Number of complaints upheld Number of complaints partially upheld	1 0 1 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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are 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 ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative 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 Hill bury in our newly designed & planted gardens with relaxed seatin g 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 2 Bathrooms without assisted bathing facilities 2 Shower rooms access 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 Cr eam 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 dini ng room, with a personal alarm for those that cannot reach the cal Fully equipped kitchen preparing fresh home cooked food from se asonal menus & catering for special needs & events Fully equipped laundry providing clean & freshly laundered clothe s & 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 pla nning and health and wellbeing decision-making including best i nterest decisions, subject to the Mental Capacity Act and achie ving safe and positive personal outcomes. The extent to which people are happy and supported to People are supported to live well by: maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social Every life is enriched as the quality of care is delivered in accor and behavioural development. dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal outcomes. Residents are supported to maintain family and personal relatio nships and relationships with an independent community, wher e appropriate, which through partnership and community workin g 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. People are safe because the quality of care is delivered in acco The extent to which people feel safe and protected from abuse and neglect. rdance with the Regulation and Inspection of Social Care (Wale s) 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development. Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise s, facilities, and equipment, and adequate stocks. A safe environment inside out. The extent to which people live in accommodation that best People live in suitable accommodation and environment by pro supports their wellbeing and achievement of their personal outcomes. A branded, clean, and comfortable environment in which to live a life well lived and the ability to influence own room and comm unal areas, as appropriate The enjoyment of beautiful gardens. The pleasure of good, nutritious seasonal food with delights an d 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	Yes	
type?	100	
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 spec ifics 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 gr oups :	
	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 V	
	ersion 1	
	Personal Care - Getting Up, Dressing, and Going t o 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 Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image **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 Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) 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) No. of part-time staff (17-34 hours per week) 0 No. of part-time staff (16 hours or under per week) 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 i n 22/23 totalled 1278.	
	Period to date training totals for annual return spec iffics 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 gr oups :	
	Enriching Lives with Person Centred Care	
	Enriching Everyday Life	
	Communication	

Communication Personal Care - Bathing and Personal Image Departmental Training - Clinical and Care Mental Health, Wellbeing and Mindfulness Toolkit V ersion 1 Personal Care - Getting Up, Dressing, and Going t o 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 Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image 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 Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead

Contractual	Arrangements
Contractual	Arrangements

1
0
0
0
0

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

1	
0	
0	
Staff Qualifications	
1	
0	
Yes	
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
1	
0	
ar for this role type. ant training. The list of training categories by have been undertaken. Any training not listed raining undertaken pertinent for this role which is	
0	
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0	
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0	
0	
1	
1	
0	
Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return specific for all staff groups are:	
ifics 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	

Additional Training in 22/23 included for all staff gr 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 V ersion 1 Personal Care - Getting Up, Dressing, and Going t o 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 Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image 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 Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff

0

No. of volunteers

Lyuanity, Diversity and Human Mynts 122

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	
Does your service structure include roles of this type? 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	
Induction Health & Safety	6	
Health & Safety	6	
Health & Safety Equality, Diversity & Human Rights	6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control	6 6 6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling	6 6 6 6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding	6 6 6 6 6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management	6 6 6 6 6 6	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia	6 6 6 6 6 6 6 6 13	
Health & Safety Equality, Diversity & Human Rights Infection, prevention & control Manual Handling Safeguarding Medicine management Dementia Positive Behaviour Management	6 6 6 6 6 6 6 13	

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 V ersion 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

Management Theories and Models

Performance Improvement

Management and Leadership

Coronavirus IPCT Toolkit Version 2

Personal Care and Image

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
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
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	d 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 s	taff
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-arranger to meet resident needs across a Monday to Sunday to y cycle, and are dynamic to be relevant to occupa cy 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 in uded.
Olaff Ossall Frankissa	
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

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'.

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 i n 22/23 totalled 1278.
	Period to date training totals for annual return spec ifics 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 gr oups :
	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 V ersion 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

Fire Safety

First Aid Personal Care - Pressure Area Care Care Planning for Care Practitioners Team Leader Employee Handbook Training Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image 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 Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead **Contractual Arrangements** No. of permanent staff 33 0 No. of Fixed term contracted staff 0 No. of volunteers 2 No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) staff 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 10 No. of part-time staff (17-34 hours per week) 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 Rotas and specific staff numbers are pre-arranged at the service in this role type. You should also to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan include the average number of staff working in each shift. cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded 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 incl uded.

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	Yes	
type?		
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	
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 Dementia	0	
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 n 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 gr	

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 V ersion 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
	Management Theories and Models
	Performance Improvement
	Management and Leadership
	Coronavirus IPCT Toolkit Version 2
	Personal Care and Image
	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
	Mental Health, Wellbeing and Mindfulness Toolkit
	Departmental Training - Accounts
	Use your Supervision and Appraisal to Get Ahead
Arrangements	
t staff	10
contracted staff	0

Enriching Everyday Life

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 i n 22/23 totalled 1278.
	Period to date training totals for annual return spec ifics 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 gr oups: 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 V ersion 1 Personal Care - Getting Up, Dressing, and Going t 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 Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image 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 Mental Health, Wellbeing and Mindfulness Toolkit Departmental Training - Accounts Use your Supervision and Appraisal to Get Ahead **Contractual Arrangements**

> 13 0

No. of permanent staff

No. of Fixed term contracted staff

IIIUUUUUUI 1ZZ

No. of volunteers	0
	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0
staff	
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
	30
Medicine management	0
Medicine management Dementia	
	0
Dementia	0 52
Dementia Positive Behaviour Management	0 52 53 37
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 52 53 37 Training event attendances across all staff groups i
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	52 53 37 Training event attendances across all staff groups in 22/23 totalled 1278. Period to date training totals for annual return spec
Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	0 52 53 37 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:

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 gr 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 V ersion 1 Personal Care - Getting Up, Dressing, and Going t o 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 Management Theories and Models Performance Improvement Management and Leadership Coronavirus IPCT Toolkit Version 2 Personal Care and Image 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 Mental Health, Wellbeing and Mindfulness Toolkit

	Departmental Training - Accounts	
	Use your Supervision and Appraisal to Get Ahead	
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 who have the required qualification		

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	111
support to during the last financial year?	

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 & prom ote positive relationships with residents, families/representatives, staff, commissioners, regulators, professional bodies, visiting prof essionals. A range of engagement opportunities exist for staff, res idents/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 C are Planning process, and they, staff, and stakeholders are cons ulted, engaged, and informed of the service through Care & Supp ort Planning and reviews for the mind, body, & soul - pre & on ad mission and during service including risk assessments; triangulate d Primary Care & Support Plan Quality Reviews, Care & Support Plan audits & Medication reviews; NRI/SRI visits; Client surveys; R epresentative Groups' activity; Staff engagement; Staff surveys & supervisions; Staff/Manager/Other Dept contributions on QOCR; Social Media activity.

Service Environment

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 lar ge gorilla, a westie, a lemur and a hedgehog. An abundance of co lourful 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 cal I 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

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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.	
The extent to which people feel their voices are heard, they 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 accor dance with our values, cultures, and Statement of Purpose, and with respect, dignity, and compassion to achieve positive perso nal 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.
The extent to which people feel safe and protected from abuse and neglect.	There can be an involvement in social media if they so wish. 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 confide nt staff, who are highly motivated and safely recruited and deve loped within a culture of continuous learning and development.

Appropriate resources are provided including staff at various le vels of skills and experience, as well as well-maintained premise

s, 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 comm unal areas, as appropriate

The enjoyment of beautiful gardens.

The pleasure of good, nutritious seasonal food with delights an d 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 n 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 o 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

	1
	Enriching Lives with Welsh Culture Toolkit
	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	Contained to Country and Deling 7 loos live
Contractad / transcribento	
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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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 spe stated, the information added should be the posi	
type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spestated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 2 0 If for this role type. In training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the positive of staff in post. No. of staff in post. No. of posts vacant. Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial year set out the number of staff who undertook relevations be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline an	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 0
Important: All questions in this section relate spe stated, the information added should be the posi Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transition to outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. 2 0 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is

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 i n 22/23 totalled 2106.
	Period to date training totals for annual return spec ifics 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 gr oups :
	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 Ahea

Understanding Self and Others		
Team Working		
CPR		
Enriching Lives with Welsh Culture Toolkit		
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		
2		
0		
0		
0		
0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
2		
0		
0		
Staff Qualifications		
0		
0		
Yes		
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.		
Filled and vacant posts		
10		
0		
or 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'.		
1		
0		

Equality, Diversity & Human Rights	1
Infection, prevention & control	5
Manual Handling	5
Safeguarding	0
Medicine management	7
Dementia	4
Positive Behaviour Management	0
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Training event attendances across all staff groups n 22/23 totalled 2106.
set then to this role which is not outlined above.	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
	Pressure Area Care Personal Care and Image

	N.
	Mental Health, Wellbeing and Mindfulness Toolkit
	Use your Supervision and Appraisal to Get Ahead
	Understanding Self and Others
	Team Working
	CPR
	Enriching Lives with Welsh Culture Toolkit
	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	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0
No. of Non-guaranteed hours contract (zero hours)	0
No. of Non-guaranteed hours contract (zero hours) staff	0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	d term contact staff by hours worked per week.
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 d term contact staff by hours worked per week. 9
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications	0 d term contact staff by hours worked per week. 9
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	0 d term contact staff by hours worked per week. 9 1 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to	0 d term contact staff by hours worked per week. 9 1 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	d term contact staff by hours worked per week. 9 1 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	d term contact staff by hours worked per week. 9 1 0
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Important: All questions in this section relate specific parts and the staff of the staff	d term contact staff by hours worked per week. 9 1 0 4 Ves cifically to this role type only. Unless otherwise
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Important: All questions in this section relate specific parts and the staff of the staff	d term contact staff by hours worked per week. 9 1 0 4 Ves
No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Nursing care staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	d term contact staff by hours worked per week. 9 1 0 4 Ves cifically to this role type only. Unless otherwise

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'.

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 i n 22/23 totalled 2106.
	Period to date training totals for annual return spec ifics 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 gr oups :
	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 Enriching Lives with Welsh Culture Toolkit 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 67 No. of Fixed term contracted staff 0 No. of volunteers 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 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) Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed Rotas and specific staff numbers are pre-arranged at the service in this role type. You should also to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan include the average number of staff working in each shift. cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded 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 incl uded. 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'.

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 i n 22/23 totalled 2106.
	Period to date training totals for annual return spec ifics 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 gr oups :
	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 o 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
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	Use your Supervision and Appraisal to Get Aheac
	Understanding Self and Others
	Team Working
	CPR
	Enriching Lives with Welsh Culture Toolkit
	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	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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

Typical shift patterns in operation for employed staff Set out the typical shift patterns of staff employed Rotas and specific staff numbers are pre-arranged at the service in this role type. You should also to meet resident needs across a Monday to Sunda y cycle, and are dynamic to be relevant to occupan include the average number of staff working in each shift. cy and responsive to additional and changing resid ent needs, eg one-to-one care. Actual staffing is re corded 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 incl uded. Senior social care workers providing direct care Does your service structure include roles of this No type? Other social care workers providing direct care Does your service structure include roles of this Nο type? Domestic staff Does your service structure include roles of this Yes type? 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 13 No. of staff in post 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 6 Health & Safety 4 Equality, Diversity & Human Rights 6 Infection, prevention & control 6 Manual Handling Safeguarding 11 Medicine management 0 13 Dementia 12 Positive Behaviour Management Food Hygiene 11 Please outline any additional training undertaken Training event attendances across all staff groups i pertinent to this role which is not outlined above. n 22/23 totalled 2106. Period to date training totals for annual return spec ifics 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 gr oups: 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 \boldsymbol{t} o 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 Enriching Lives with Welsh Culture Toolkit 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	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 fixe	d 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
0, 50, 15, 1	
Staff Qualifications	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended	0
qualification	
Catering staff	
-	Yes
Does your service structure include roles of this	res
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise
Important: All questions in this section relate spe	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant	ition as of the 31st March of the last financial year. 22
Important: All questions in this section relate spestated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook relever provided is only a sample of the training that manufacture is set of the section of the section of the section related specific section.	22 1 ar for this role type. ant training. The list of training categories
Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to the state of the section of the section of the training that may can be added to 'Please outline any additional to the state of the section	22 1 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Important: All questions in this section relate spe stated, the information added should be the post. Filled and vacant posts No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook relev provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	22 1 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Important: All questions in this section relate spestated, the information added should be the post. Filled and vacant posts. No. of staff in post. No. of posts vacant. Training undertaken during the last financial years. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	22 1 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Important: All questions in this section relate spestated, the information added should be the possible of the information added should be the possible of the	22 1 ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 7 10 7
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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 gr oups: 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 t o 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 Enriching Lives with Welsh Culture Toolkit 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	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	d 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	0
qualification	
role types other than those already listed? List the role title(s) and a brief description of the role responsibilities.	Maintenance Gardeners Soft Furnishings
role responsibilities.	Gardeners Soft Furnishings Laundry Administration
	Accounts & Finance Personnel IT & Business Operations
	Personnel
Filled and vacant posts	Personnel IT & Business Operations Directors & RI
Filled and vacant posts No. of staff in post	Personnel IT & Business Operations Directors & RI
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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 n 22/23 totalled 2106.
	Period to date training totals for annual return spe ifics 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 g oups :
	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 o 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

	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
	Serious destroit deadada, and being / leading
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 fixe	d 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