

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Penpergwm House Ltd	
The provider was registered on:	18/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Penpergwm House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/10/2018
	Responsible Individual(s)	Georgie Llewelyn
	Manager(s)	Tracey Williams
	Maximum number of places	37
	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	All required qualifications are verified at recruitment. An online training programme, EBox training, is used and this is supported by a additional ad hoc practical courses delivered by inside and outside providers eg iStumble, Mon Workforce Development and Advance d Care Planning from the Healthboard. The Ebox dashboard and a specific Training Matrix is overseen & monitors the ongoing status of staff training. In addition, training resources and videos are shared on staff WhatsApp groups & meetings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Indeed.co.uk is utilised for recruitment alongside community based word of mouth, including Facebook pages and groups to advertise vacant job roles and that has been sufficient to accommodate need in the Home. Competitive hourly rates for the area are in place alongside private healthcare options for those who remain in post for over a year. Enhanced rates were introduced 18 months ago for shifts undertaken at weekends as well as bank holidays for critical staff in Care, Cleaning and Catering.

Service Profile

Service Details

Name of Service	Penpergwm House
Telephone Number	01873840267
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?	49
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Fees Charged

The minimum weekly fee payable during the last financial year?	725
The maximum weekly fee payable during the last financial year?	1180

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?	whats app email

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Penpergwm House is a building with multiple entrances/exits and is wheelchair accessible. There is access to the rear garden via the back door from Reception, three sets of different French doors and through the side gate at front. The rear garden is made up of mature flower beds, trees, including a statement magnolia tree, terrace patio with outdoor furniture, well kept lawn, sensory garden, small children's playground for visiting grandchildren, pagoda seating area viewing the mountains, a wheelchair access paved walkway around the whole perimeter of the rear garden and side of the building overlooking the Brecon mountain scape and neighboring fields. The front of building can be accessed through the main entrance and has a large tarmacked parking circle with a very large central flower bed, with mature trees, further flower beds and extensive paddock beyond, adjacent to fields. Easy access to village of the Bryn with church, walks, River Usk & village hall for coffee mornings.
Provide details of any other facilities to which the residents have access	Penpergwm House is an "L" shaped building with the 8 bedroom extension completed to high standards. There are 34 bedrooms in total, 3 are registered as double rooms. The Home is wheelchair friendly and access for clients to the upper part of the building is either by 2 flights of stairs or 2 lifts. There is a large Garden room with views of garden and space, Dining Room, Reception Hall with seating and Small Lounge. The subterranean Studio has own kitchenette and a very large wall mounted screen. All bedrooms have a basin and there are public bathrooms and showers on both floors. All bedrooms have a telephone, TV and power points, WiFi and keys are available for clients who wish and are able to lock their doors. The Home also benefits from a private therapy or hairdresser room with a specialised basin and dryers and a disinfectant sluice. There are a number of specialised aids, hoists, walking and standing aids to assist clients as needed. There are also the 2 specialist Reval baths.

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Feedback from the surveys undertaken in May 2022 show that people are given appropriate choices and that communication between Residents, families and the Local Authority is very positive. I am happy with the observations that individuals who live in the Home are empowered to have a voice and that they feel that their voices are being heard and they have the ability to contribute to decisions that affect their lives. A Care Reporting Tool is in place & updated by the Manager to provide a clear overview of how the care and support is conducted in the Home. I've monitored a Care Review system, in place since April 2022, that clearly demonstrates a 3 monthly review system that shows action is being taken to improve outcomes for people who use the service and reflect choice and opportunity for improvement. Strong relationship with Local Authority are continually observed. I have spent a considerable time with all the Clients (facilitated in my other role as GM) and therefore hearing their views and opinions on how the Home is run & how their needs can be met, is common place. The review of staffing levels, staff training/qualifications presents a picture of a well-resourced, and appropriately competent staff group who is able to meet the needs of the Residents who live at Penpergwm House. Satisfaction levels of the staff can be well understood by the anonymous surveys and an underlying understanding of the effectiveness of staff engagement with those involved with the service is clearly demonstrated in the Resident surveys and regular Resident Meetings held every 3 months. The importance of having visiting has been prioritised during this post pandemic period with clear measures in place to ensure that family members and friends can continue to support the well-being of the Residents through LFD testing on entry and temperature taking as well. Evidence of clear logging of the visiting record and tests being checked has been confirmed, but has now ceased as in line with guidance. Through conversations with Clients both formally & daily about how they are and what their general feeling was in the Home, clients are able to clearly communicate how well cared for they are & how they were able to do what they want, when they want & that their outcomes are being met. The Catering team have regular 1:1 discussions with Clients to ensure they are satisfied with the food they are getting & are consistently made aware of alternative choices available to them.

<p>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.</p>	<p>There is a clear emphasis on enabling individuals to be able to pursue personal outcomes that support their wellbeing and via Activities staff, Care Staff & Management are supported to do as much as they wish e.g. going for a walk every day if desired, different dining preferences & menu options are offered daily (and everything is home cooked/prepared on site), enjoying a drink of their choice, if desired. There is a strong sense of Residents being well presented, dressed appropriately & content. A Senior Practice Nurse, took the time to comment on how hugely impressed they were with the carers of Penpergwm House. They referred to the fact she visits a lot of Homes in the area on a regular basis and coming here is a 'breeze' as all the carers are so well informed & know all the information about the Residents. They also referenced the fact that it did not matter which staff were on shift, all were as well informed as the next and were obviously clearly informed of the needs of each client. I am delighted to observe that during this Covid19 aftermath, there is a significant response to ensure that each & every client is supported to maintain their ongoing health & happiness and well-being by reintroducing the outside world and experience eg a Resident was supported to attend their grandson perform in the Young Musician of the Year Award which involved a lot of logistics and caring team support to ensure they were safe and suitably prepared for it. There are multiple incidences of recognising that several clients have missed a great deal of 'normal' family interaction and trips out and these have been responded to effectively. The Care Reporting Tool & frequent observations of staff members across the care and other departments I am reassured that the Clients are listened to & any concerns they have taken seriously. An introduction of the Care Plan Tracker (updated by Deputy Manager) has enabled the Manager & RI to oversee the current statuses of care planning areas and how they are being managed & monitored. This is a very effective tool of a simple snapshot of what lower level incidents are occurring across the Home & how they have been dealt with. It enables easy transfer of information and more importantly a safe current knowledge of the health and well being of the Residents. Enhanced & vastly improved Wi-Fi coverage has also been installed in the Home to support a greater need for Clients with smart phones, iPads & TV choice, so their choices are met.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>There is clear training records, observations and evidence that staff are alert to Safeguarding issues and the training matrix shows that all staff have received safeguarding training as part of their package of departmental training and this is in date. There are appropriate staffing levels in place to keep the Residents safely cared for & Heads of Deps are able to show good understanding in knowing when they need to escalate concerns to managers or other professional bodies. The support planning also evidences that they know when to seek additional support for any Resident in order to safeguard them further. The senior care staff, deputy and manager all are well informed on how and who to correctly report any safeguarding concerns to, if the need arises. The Care Reporting Tool shows a clear record & pathway of steps taken across many levels including DOLS, falls, pressure sores etc. Personal Support Plans are reviewed and updated by the Senior Care team, family and clients themselves every 3 months and this has been clearly evidenced. There is a strong system in place from paper to electronic storage of care documents that is accessible and easy to follow. Overall staff are observed to be warm, patient and respectful of the Clients communicating with people using a range of different communication methods. There is the addition of external practical training opportunities being offered to the Care staff & a clear number of staff have undertaken as evidenced in the training matrix alongside best practise communication skills in place via face to face and WhatsApp from management. Daily interaction with professional services coming into the Home all make reference to the high level of care – eg from visiting Drs, lead District Nurses & the Palliative Care Team. A visiting District Nurse commented on how incredible the skin of a client's was looking after 3 weeks in bed (palliative) and how very obvious it was of how well cared for and safely moved and turned they were being by the staff & was very impressed. A record of all accidents and incidents occurring in the service is maintained and well managed & where required, CIW/appropriate agency are notified. Resident's personal property and finances are managed and protected clearly with clear processes that I have audited. There are clear financial policies and procedures evidenced to oversee the management of people's money and possessions and I am satisfied all are documented and evidenced are in practice.</p>

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

As the General Manager as well, I am on site in a full time capacity and have the opportunity to consistently observe good practice around infection prevention and control and the Home presents as an appealing environment. The building continues to have a high standard of cleanliness led by Housekeeping team with signed bathroom and task checks that have been evidenced and spot checked. It retains a homely feel with clear evidence of attention to detail and a clear understanding of individuals having their own personal style and decor to support their wellbeing and life choices in their rooms. In response to regulation 43 and 44, considerable redecoration and refurbishment has taken place within the review period, including external doors, front door and windows, across July and August, and new flooring and extensive redecoration in communal ground floor areas taking place in November and early December. The flooring enables a far better hygienic surface for deep cleaning and ease of mobility for both Clients and staff's health and safety. The redecoration has been hugely appreciated by those using the service and visiting the service and was undertaken in a safe and timely manner by both the in-house team and contractors across both projects. The expertise and time frame took into consideration the needs of the current Residents and good communication was carried out throughout the works to ensure all health and safety measures and alternative arrangements were communicated clearly using Briefing Notes, Staff Meetings and WhatsApp. Furniture continues to be in good condition and the general décor is in keeping with the style of the Home. The garden is extremely well maintained both back and front with external services supporting the Maintenance team on a regular basis (eg a regular fortnightly gardener and a monthly garden service team) to ensure the upkeep of the external property is suitable for the Clients. From speaking to the Residents and observing their behaviours, it clearly provides a lot of pleasure for them especially the bird feeding platforms and set ups that are very well maintained and encourage a huge number of wildlife and birds for many Residents to enjoy. Having spoken to Residents – it is evident that their well being is overtly supported by enjoying the birds. There is Freeview television and option for Sky across the Home and efforts have been made to accommodate Welsh speaking channels for those with Welsh heritage.

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)	35
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Gwent Social Care Managers Forum</p> <p>DBS Seminar</p> <p>Mangar Camel Lift Demo</p> <p>Liberty Protection Safeguards Presentation</p> <p>Gwent Adult Social Care Event</p> <p>Care Forum Wales: SCW Registration update</p> <p>Falls Prevention (Online)</p> <p>Food Safety Level 2 (Online)</p> <p>Alzheimer's Society Cymru – Information Programmes</p> <p>MCC Moving & Handling Training Practical</p> <p>Care Homes: Winter pressure update/ care home study day</p> <p>Rural Health & Care Conference</p> <p>Cardiff Care Show & Seminars</p> <p>Gwent Registered Providers Forum</p> <p>AVIVA Menopause – well-being series - The effects of Menopause on a predominantly female workforce and how to implement small changes that can make a difference.</p> <p>Gwent Reg Prov Network</p> <ul style="list-style-type: none"> • The Gwent Area Plan: Update and priorities • Gwent Helping End Homelessness • Aneurin Bevan Community Health Council: • Regional Integration Fund and Third Sector Provider Forum: Management Office, ABUHB • Opportunities for networking and discussions around provider issues
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Emergency First Aid Pressure Sores Prevention Falls Awareness Mental Capacity Act 2005 (DOLS) Practical Foundation in Moving & Handling Training UTI Education Training Social Care Wales Information Resuscitating Practice on Annie (Doll)</p>
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
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.	Guaranteed Interview Scheme SCW RI Strength Based Training Annual Return Event RI Workshop - using outcome focused approach CIW Virtual Provider Forum Fire Risk Assessment Leading Quality as RI Cardiff Care Show & Seminars Gwent Adult Social Care – Wellbeing Events 2022 Gwent Regional Providers Forum
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="background-color: #e0e0e0; padding: 5px;">Nursing care staff</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;">Registered nurses</div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;">Senior social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	6
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid Pressure Sores Prevention Falls Awareness Mental Capacity Act 2005 (DOLS) Practical Foundation in Moving & Handling Training UTI Education Training Social Care Wales Information Istumble Training Resuscitating Practice on Annie (Doll)
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
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 at the service in this role type. You should also include the average number of staff working in each shift.	DAYS - 7.30 - 19.30 - Deputy Manager (Tuesday - Friday) Weekend Team Leader (Saturday - Monday) + Care Leader Daily NIGHTS - 19.15 - 07.45 - one Night Care Leader per night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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	25
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	13
Health & Safety	25
Equality, Diversity & Human Rights	0
Infection, prevention & control	25
Manual Handling	25
Safeguarding	25
Medicine management	25
Dementia	0
Positive Behaviour Management	0
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
No. of permanent staff	25
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	8
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)	12
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.	DAYS 7.30-19.30 - 3 EARLY 7.30- 16.00 - 1 LATE 15.00-21.00 - 1 NIGHTS 19.15-07.45 - 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	6
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	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Control of Substances Hazardous to Health (COSHH) Basic Emergency First Aid - 6 Fire Safety Awareness - 6 Dignity & Respect - 6 Communication - 6 Risk Assessment - 6 Basic Emergency First Aid - 6
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
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	6
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	9
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fluids & Nutrition Communication Fire Awareness Dignity & Respect
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
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.	Company Accountant Administrator Admin Assistant Maintenance Manager Maintenance Assistant Activities & Well Being Lead Activities & Well Being Assistant
Filled and vacant posts	
No. of staff in post	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	7
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred Care Activity Planning Communication COSHH Mental Capacity Act/DOLS Risk Assessment Fire Awareness
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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)	3
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0