

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: | Puffin House Residential Ltd | |
| The provider was registered on: | 28/10/2021 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Puffin House Residential | |
| | Service Type | Care Home Service |
| | Type of Care | Childrens Home |
| | Approval Date | 28/10/2021 |
| | Responsible Individual(s) | Artuom Repin |
| | Manager(s) | Samantha Williams |
| | Maximum number of places | 4 |
| | Service Conditions | There are no conditions associated to this service |
| | Condor House | |
| | Service Type | Care Home Service |
| | Type of Care | Childrens Home |
| | Approval Date | 14/03/2023 |
| | Responsible Individual(s) | Artuom Repin |
| | Manager(s) | Samantha Williams |
| | Maximum number of places | 1 |
| Service Conditions | There are no conditions associated to this service | |

Training and Workforce Planning

| | |
|--|---|
| Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider | We have a training matrix, which is audited on a monthly basis, to identify when training needs to be refreshed. We use Proactive A approaches for the Trauma Informed Physical Intervention training and Clock Tower Training Academy for our classroom based training. We also use Flexibee for our online training needs. Clock Tower is very flexible and able to deliver training in the evenings and weekends. Training needs are also discussed in supervisions and team meetings. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | As well as recommendations from existing staff, where we pay a £ 200 bonus for successful staff referral, we also use Indeed to advertise positions. Retention is achieved through staff support, above average pay, as well as other benefits. |

Service Profile

Service Details

| | |
|-----------------|--------------|
| Name of Service | Condor House |
|-----------------|--------------|

| | |
|--|---------------------------------|
| Telephone Number | 01492555251 |
| 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? | 1 |
|--|---|

Fees Charged

| | |
|--|-------|
| The minimum weekly fee payable during the last financial year? | 11400 |
| The maximum weekly fee payable during the last financial year? | 11400 |

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? | NA, only supporting for 2 months |

Service Environment

| | |
|--|---|
| How many bedrooms at the service are single rooms? | 1 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 0 |
| How many bathrooms have assisted bathing facilities? | 0 |
| How many communal lounges at the service? | 0 |
| How many dining rooms at the service? | 0 |
| Provide details of any outside space to which the residents have access | There is a small back garden at the property. |
| Provide details of any other facilities to which the residents have access | Only the facilities within the home |

Communicating with people who use the service

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

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.

| | |
|---|---|
| <p>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.</p> | <p>We try to develop a culture of person centred care and imbed that into our setting. We provide opportunities for people's voices to be heard and ensure that people's choices are listened to. We plan schedule and sit with our resident weekly or when they desire. The resident is aware of whom they can speak to and how to make a complaint and the people that are closest to the resident including family, friends and professionals are heavily involved and will if necessary act on behalf of the residents.</p> |
| <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>All health needs and appointments are met. Staff strive to ensure that resident has access to all health appointments and all communicate with health professionals regularly. All findings are recorded in a the care plan for reference and monitoring purposes. All staff receive training in all areas of health and wellbeing. Regular reviews are held with the social services, where health issues are also discussed. All work or evidence of health and wellbeing requested by the Social Services in submitted in a timely manner. Children's interests and aspirations are identified and promoted at all times to encourage meaningful occupation and positive wellbeing. People are encouraged to participate in individual learning programmes, whether these may be at the school or in a more bespoke setting. Positive social interactions are also promoted within the home and allowances made for holiday opportunities to a place of the person's choosing, whether abroad or in UK.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>All staff have training in safeguarding children. All necessary referrals are made by the manager in a timely manner. Our resident has a weekly key worker session to express feelings and concerns. Regular RI visits have established that the resident feels safe and secure in the home. All resident's families and significant others feel their relatives are safe and looked after. Safeguarding, as well as all other necessary referrals are made when needed and followed through in a timely manner. Three monthly audits establish the resident's views and six monthly Quality of care reviews seek the views of all involved in the individual's care and support.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Staff encourage the resident to be individual as possible with their choice and this is included also with how they would like their bedroom to be decorated and also include the resident on how they would like their home to be decorated. The house is adapted to the needs of the person currently living there but can also be adapted to the needs of any new admissions.</p> |

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) 7

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 |
| | <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 | 0 |
| | Positive Behaviour Management | 1 |
| | Food Hygiene | 1 |
| | Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma Informed Behavioural Support |
| | 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 | 0 | |

| | |
|---|-------------------------------------|
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 1 |
| 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 | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma Informed Behavioural Support |
| Contractual Arrangements | |
| No. of permanent staff | 1 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| Outline below the number of permanent and fixed term contact staff by hours worked per week. | |
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |

| | |
|---|---|
| Other supervisory staff | |
| Does your service structure include roles of this type? | 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? | No |
| Other social care workers providing direct care | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 6 |
| 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 | 6 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 6 |
| Infection, prevention & control | 6 |
| Manual Handling | 6 |
| Safeguarding | 6 |
| Medicine management | 6 |
| Dementia | 0 |
| Positive Behaviour Management | 6 |
| Food Hygiene | 6 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma Informed Behavioural Support based on P RICE model |
| <p>Contractual Arrangements</p> | |
| 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) | 6 |
| No. of part-time staff (17-34 hours per week) | 0 |
| 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. | 2 on / 4 off with sleeps and a waking night as an addition. However, the shift pattern is not this for everyone, as one member can only do specific days, so a few other staff members are accommodating an irregular shift pattern. |
|---|--|

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 |

Domestic staff

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Catering staff

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Other types of staff

| | |
|--|----|
| Does your service structure include any additional role types other than those already listed? | No |
|--|----|

Service Profile

Service Details

| | |
|--|---|
| Name of Service | Puffin House Residential |
| Telephone Number | 01492555251 |
| What is/are the main language(s) through which your service is provided? | English Medium with some bilingual elements |
| Other languages used in the provision of the service | The service could be provided through the medium of Welsh, should there be a requirement. |

Service Provision

People Supported

| | |
|--|---|
| How many people in total did the service provide care and support to during the last financial year? | 4 |
|--|---|

Fees Charged

| | |
|--|------|
| The minimum weekly fee payable during the last financial year? | 4860 |
| The maximum weekly fee payable during the last financial year? | 4860 |

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 | 0 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 2 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | As well as making regular visits to the service, the RI conducts a three monthly RI audit and a six monthly Quality of Care Review. Questionnaires are set to professionals, staff and the residents are questioned in person by the RI. |

Service Environment

| | |
|--|--|
| How many bedrooms at the service are single rooms? | 4 |
| How many bedrooms at the service are shared rooms? | 0 |
| How many of the bedrooms have en-suite facilities? | 0 |
| How many bathrooms have assisted bathing facilities? | 0 |
| How many communal lounges at the service? | 1 |
| How many dining rooms at the service? | 1 |
| Provide details of any outside space to which the residents have access | There is a back garden, where the residents can sit out. |
| Provide details of any other facilities to which the residents have access | There is a utilities room and a bike storage area in the outbuildings. |

Communicating with people who use the service

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

Statement of Compliance

| | |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> | |
| <p>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.</p> | <p>We try to develop a culture of person centred care and embed that into our setting. We provide opportunities for people's voices to be heard and ensure that people's choices are listened to. We plan schedule and sit with our residents weekly or when they desire. The residents are aware of whom they can speak to and how to make a complaint and the people that are closest to the residents including family, friends and professionals are heavily involved and will if necessary act on behalf of the residents.</p> |

| | |
|---|---|
| <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>All health needs and appointments are met. Staff strive to ensure that resident has access to all health appointments and all communicate with health professionals regularly. All findings are recorded in a the care plan for reference and monitoring purposes. All staff receive training in all areas of health and well-being. Regular reviews are held with the social services, where health issues are also discussed. All work or evidence of health and well-being requested by the Social Services in submitted in a timely manner. Children's interests and aspirations are identified and promoted at all times to encourage meaningful occupation and positive wellbeing. People are encouraged to participate in individual learning programmes, whether these may be at the school or in a more bespoke setting. Positive social interactions are also promoted within the home and allowances made for holiday opportunities to a place of the person's choosing, whether abroad or in UK.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>All staff have training in safeguarding children. All necessary referrals are made by the manager in a timely manner. Our residents have a weekly key worker session to express feelings and concerns. Regular RI visits have established that the resident feels safe and secure in the home. All residents' families and significant others feel their relatives are safe and looked after.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Staff encourage the residents to be as individual as possible with their choices and this is included also with how they would like their bedrooms to be decorated and also include the residents in how they would like their home to be decorated. The house is adapted to the needs of the people currently living there but can also be adapted to the needs of any new admissions.</p> |

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

Number of posts and staff turnover

| | |
|---|-----------|
| <p>The total number of full time equivalent posts at the service (as at 31 March)</p> | <p>15</p> |
|---|-----------|

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

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

| | | |
|-------------------|--|------------|
| <p>Staff Type</p> | <p>Service Manager</p> | |
| | <p>Does your service structure include roles of this type?</p> | <p>Yes</p> |
| | <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| | <p>Filled and vacant posts</p> | |
| | <p>No. of staff in post</p> | <p>1</p> |
| | <p>No. of posts vacant</p> | <p>0</p> |

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 | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma informed Behavioural Support |

Contractual Arrangements

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

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

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

Staff Qualifications

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

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 | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma Informed Behavioural Support |

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

| | |
|---|----|
| Does your service structure include roles of this type? | 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 |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 3 |
| No. of posts vacant | 0 |
| <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> | |
| Induction | 0 |
| Health & Safety | 1 |
| Equality, Diversity & Human Rights | 1 |
| Infection, prevention & control | 1 |
| Manual Handling | 1 |
| Safeguarding | 1 |
| Medicine management | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma informed behavioural support |
| <p>Contractual Arrangements</p> | |
| 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 |
| <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) | 2 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| <p>Typical shift patterns in operation for employed staff</p> | |
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | Each one of the team leaders is on a 2 on 4 off pattern with their own team. |
| <p>Staff Qualifications</p> | |
| 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 |

| | |
|---|-------------------------------------|
| Other social care workers providing direct care | |
| Does your service structure include roles of this type? | Yes |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p> | |
| <p>Filled and vacant posts</p> | |
| No. of staff in post | 13 |
| 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 | 7 |
| Health & Safety | 11 |
| Equality, Diversity & Human Rights | 11 |
| Infection, prevention & control | 11 |
| Manual Handling | 11 |
| Safeguarding | 11 |
| Medicine management | 11 |
| Dementia | 0 |
| Positive Behaviour Management | 11 |
| Food Hygiene | 11 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Trauma Informed Behavioural Support |
| <p>Contractual Arrangements</p> | |
| 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 |
| <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> | |
| No. of full-time staff (35 hours or more per week) | 11 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |
| <p>Typical shift patterns in operation for employed staff</p> | |
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | 2 on and 4 off |
| <p>Staff Qualifications</p> | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 11 |

| | |
|--|----|
| No. of staff working towards the required/recommended qualification | 0 |
| Domestic staff | |
| Does your service structure include roles of this type? | No |
| Catering staff | |
| Does your service structure include roles of this type? | No |
| Other types of staff | |
| Does your service structure include any additional role types other than those already listed? | No |