

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:	SICS GOFAL CYMRU cyf	
The provider was registered on:	27/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Tree Tops	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	01/03/2019
	Responsible Individual(s)	Richard Bland
	Manager(s)	Paul Fudge
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Griffin Hbuse	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	27/07/2018
	Responsible Individual(s)	Richard Bland
	Manager(s)	Cameron Pauline, Darren Oatley
	Maximum number of places	6
	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	<p>All staff are subject to probation periods which ensure that core training needs are met and the training needs are planned for all staff for the year ahead. This is then appraised at the end of the year with further targets and goals planned for staff to reach. The training requirements are aligned to the homes statement of purpose and needs of the children cared for as well as workforce regulatory requirements.</p> <p>Regular supervision is in place to monitor and track each staff members progress</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment is achieved through advertising (indeed & Job Centre Plus) as well as through agency searches. The company offers a refer a friend a scheme also.</p> <p>Retention is through regular supervision and HR well being monitoring. Predictable shift system to support staff.</p> <p>Monthly and quarterly monitoring and governance arrangements to support organisational performance and planning.</p>

Service Profile

Service Details

Name of Service	Griffin House
Telephone Number	01495306332
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	4495
The maximum weekly fee payable during the last financial year?	5200

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?	<p>On admission, children are given a guide to the home which details their rights as individuals and outlines the sources available to discuss their views, wishes and feelings and complaints. Children are allocated a keyworker during their time at the home and can contribute through house meetings about their preferences. The keyworker will hold meetings with the child to enable their views and feelings to be part of their care and support plan. Staff are available for children to speak with at all times. Responsible Individual visits the home and will hold discussions with the children to gather their views. Advocacy services are available for the children as well as independent visitors where allocated. Local authority delegates will visit the child in placement and consider their views and wishes. Statutory reviews are held to review each child's case and ascertain their views and wishes about the home as well as more specific needs such as health, education, family and friendships.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
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?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	The home has a sloped garden which is accessible but not appropriate for outdoor games so much. To the rear of the home there are areas to sit and eat outside as well as play games such as basketball which is a hard standing area.
Provide details of any other facilities to which the residents have access	Within the home there are recreational areas and activities for the children. There is a dedicated room which can be used to support formal learning and play activities including electronic facilities. The local area has outside play areas and activities which children can access as part of their activity planning. The home supports children's hobbies and interests beyond the immediate locality.

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>Children's views are gathered from direct working with staff, key working, record signing/comments and access to other staff within the organisation such as the Responsible Individual. Externally they have access to a range of individuals if required including their social worker.</p> <p>Key working has been sporadic and not focussed on children's goals and aims. The frequency of these have improved and they are now starting to focus on the personal plan aims as well as topical issues that may be presenting. This requires further and evidencing and children to evidence they have signed/understood this.</p> <p>The children have been observed and spoken with by the RI with no complaints received and all stating they are happy and have nothing of concern. One child was present in her LAC review along with the RI and managed this situation extremely well.</p> <p>Children are able to express their views about the home in house meetings and have input into these when held. Minutes to these needs to be displayed/given to the children for agreement and review when needed.</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>The children are all supported well by staff at the home who demonstrate good care and support. This is further supported by children receiving the support to attend their necessary health, educational and social activities. Children's personal plans do require more specific and coordinated efforts. A new template is due to be implemented to focus these records and make them user friendly to all involved (inc children).</p> <p>The home makes use of external agencies well with this supporting the care and therapeutic support of children.</p> <p>Reporting of any concerns is considered and made appropriately with the necessary professionals notified.</p> <p>The home does need to consider improving the consequences for children where these are appropriate given the situation. It has been observed, staff encouraging children to understand and reflect on their behaviour.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Risk assessments are in place and support the children to be safe and protected from harm. These documents contained risk areas which were not prevalent with the child so therefore did not to be included. The template has been updated with information being migrated to a new format which allows the child to view and input into these directly. This will also require the social worker to sign and agree these updates. Similarly with personal plans, a new format which is more focussed and user friendly is being implemented into the home. This again will involve the child to feedback into their plans of care and understand the risk assessment that they are subject to.</p> <p>Regulation 60 reporting has been carried out appropriately and where required.</p> <p>Policies and procedures are up to date with regards to safeguarding.</p> <p>Staff working at the home are subject to the appropriate training courses to ensure safeguarding and protection of children is priority. Vetting process are thorough and appropriate for new staff employed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Griffin House has developed a new maintenance plan and schedule which is time considered and reports issues to the RI and Service Provider. These are signed and agreed for completion. During this period, CIW inspected the home and removed the priority action notice (Regulation 44) that was issued at the last inspection in relation to the physical environment.</p> <p>Several improvements have been made with further works scheduled. The general cleanliness and decor of the home is improving continuously with efforts from the staff at the home.</p> <p>Children are encouraged and supported to furnish their bedrooms to their preference and contribute to house meetings with any suggestions they may have.</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>13</p>
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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
	<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.	
	Contractual Arrangements	
	No. of permanent staff	1
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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	0
No. of posts vacant	1
<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	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.	
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	

Does your service structure include roles of this type?	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>	
Filled and vacant posts	
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reality Therapy NVR (Non Violent Resistance) CSE Paperwork & Administration Employee Guide Complaints Missing From care Keyworking Sexual Health Working with Neglect County Lines Self Harm BASE Training Understanding & Managing Aggression Bullying/Anti Bullying PRICE (Restrictive Techniques & De-escalation) Fire Safety & Fire Warden COSHH Legionella Awareness PPE Risk Assessment Corona Virus Driver Safety Stress Management Attachment & PACE
Contractual Arrangements	
No. of permanent staff	3

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
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.	<p>Week 1 - Mon, Thurs, Sat (0800 - 0800 24hrs) Week 2 - Tues, Fri, Sun (0800 - 0800 24hrs) Week 3 - Wed (0800 - 0800 24hrs)</p> <p>After the third week, the rota reverts to week 1 and so on.</p> <p>The average number of staff working each shift would be 4.</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	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	5
No. of posts vacant	4
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reality Therapy NVR (Non Violent Resistance) CSE Paperwork & Administration Employee Guide Complaints Missing From care Keyworking Sexual Health Working with Neglect County Lines Self Harm BASE Training Understanding & Managing Aggression Bully/Anti Bullying PRICE (Restrictive Techniques & De-escalation) Fire Safety & Fire Warden COSHH Legionella Awareness PPE Risk Assessment Corona Virus Driver Safety Stress Management Attachment & PACE
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Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	4
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.	Week 1 - Mon, Thurs, Sat (0800 - 0800 24hrs) Week 2 - Tues, Fri, Sun (0800 - 0800 24hrs) Week 3 - Wed (0800 - 0800 24hrs) After the third week, the rota reverts to week 1 and so on. The average number of staff working each shift would be 4.
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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	3

Domestic staff	
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Does your service structure include roles of this type?	No
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Catering staff	
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Does your service structure include roles of this type?	No
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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	Tree Tops
Telephone Number	01495308801
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?

7

Fees Charged

The minimum weekly fee payable during the last financial year?	4495
The maximum weekly fee payable during the last financial year?	5200

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	0
Number of complaints not upheld	1

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>On admission, children are given a guide to the home which details their rights as individuals and outlines the sources available to discuss their views, wishes and feelings and complaints</p> <p>Children are allocated a keyworker during their time at the home and can contribute through house meetings about their preferences. The keyworker will hold meetings with the child to enable their views and feelings to be part of their care and support plan. Staff are available for children to speak with at all times. Responsible Individual visits the home and will hold discussions with the children to gather their views.</p> <p>Advocacy services are available for the children as well as independent visitors where allocated. Local authority delegates will visit the child in placement and consider their views and wishes. Statutory reviews are held to review each child's case and ascertain their views and wishes about the home as well as more specific needs such as health, education, family and friendships.</p>
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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?	2
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	<p>Treetops has a front garden area which is small but can be used for recreational usage.</p> <p>To the rear of the property there is a large outside shed which is used for play/activity such as pool/snooker. There is a patio area where sitting areas are available and outside equipment such as basketball can be played.</p>
Provide details of any other facilities to which the residents have access	<p>The home provides recreational space inside and out and promotes children to access the home areas outside of their own bedrooms.</p> <p>Cooking, arts and craft, music and media activities are all supported within the home.</p> <p>The local area has outside play areas and activities which children can access as part of their activity planning. The home supports children's hobbies and interests beyond the immediate locality.</p>

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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.

<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>Children are consulted with on a daily basis with routine reminders/expectations and direct key working where planned. This is recorded and used to inform personal plans and outcomes planners which are mostly considered. This was a theme raised in the most recent inspection where lack of evidence did not support this. The home has been working to address this area and ensure that appropriate discussions, recordings and children's feedback are coordinated. Clear improvements have been evidenced and overseen by the RI in the most recent Regulation 73 & 76 report.</p> <p>Children's meetings of recent are more focussed and contain an agenda which the children have input into. More personal matters are discussed individually now and not as part of these meetings which has been apparent. Minutes of meetings are displayed for all in the home to view and sign as read and agreed.</p> <p>Children's questionnaires are being developed at present and will be available for review during the next reporting period for the RI (Apr - Jun). Children within the service have been asked if they would like to contribute to this and input their ideas.</p> <p>Children have access to external agencies which are detailed within the guide they have. Social Workers visit on a regular basis and are available for the children to speak with outside of these visits.</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>Children's questionnaires have not been sent in the last 3 month period and are being developed (new) to gain further feedback. Children are spoken to by staff at the home, the manager and Responsible Individual during visits if present and have engaged well with individuals. Observations made indicate that the children are happy at the home. No complaints have been received.</p> <p>The home has supported the children's personal plan requirements well despite this template being reviewed for its purpose. Independent living scheme is supporting a child at the home to which there is obvious engagement. The evidencing (written) needs to be more apparent and agreed with the child.</p> <p>Records viewed indicated inconsistency in the daily yellow books being completed although there are noticeable improvements over this period to the previous one.</p> <p>Where the young person has not signed it, there is no indication as to why or details recorded to suggest a reason. If this attention to detail is not considered, then specific areas of work could be missed which are key to the care, goals, and outcomes for the young people.</p> <p>Staff signatures are also missing on some daily records and in some cases just the first name of the staff member. These need to be first and surnames as per recording requirements.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Risk assessments are in place and support the children to be safe and protected from harm. These are currently being migrated to a new format which allows the child to view and input into these directly. Similarly with personal plans, a new format which is more focussed and user friendly is being implemented into the home. This again will involve the child to feedback into their plans of care and understand the risk assessment that they are subject to.</p> <p>Regulation 60 reporting has been carried out appropriately and where required.</p> <p>Policies and procedures are up to date with regards to safeguarding.</p> <p>Staff working at the home are subject to the appropriate training courses to ensure safeguarding and protection of children is priority. Vetting process are thorough and appropriate for new staff employed.</p>

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

The physical environment (Regulation 44) has been subject to a Priority Action Notice issued by CIW during an inspection 2nd August 2022. 17th Jan 2023 CIW inspection at the home. Feed back was given on the 10th February 2023 which highlighted improvements in the Priority Action Notice areas.

This has been considered by the Enforcement Panel on the 22nd March 2023. The formal outcome for this has not been received as of yet but Loran Britton (CIW Inspector) has advised the home will be likely be subject to re-inspection within 6 months.

Over the period, the home has not been well maintained or subject to strict cleaning and maintenance repair/improvements. These are standards required by the organisation and CIW hence the Priority Action Notice. These matters have been arranged for or during supervisions, team meetings and schedule checks.

These are monitored through the day-to-day observations of the manager and have further been inspected by the HR Director during a visit on 22nd March 2023 with a subsequent report submitted for the home.

There have been noticeable improvements and maintenance repairs at the home during this period.

A new maintenance schedule/plan has been devised and implemented in January 2023. This has replaced the previous system of a maintenance book which did not prove effective nor was time considered. The administration of the home has made great endeavours to address some urgent works and considered the wider environment for improvement and repair.

There have been noticeable improvements and attention to the physical environment this period and some key maintenance tasks have been completed.

As part of the governance arrangements for the services, that a quarterly inspection be carried out by the HR Director in addition to the day-to-day monitoring, weekly and monthly audit checks

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)	10
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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
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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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	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?	No
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>	
Filled and vacant posts	
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reality Therapy NVR (Non Violent Resistance) CSE Paperwork & Administration Employee Guide Complaints Missing From care Keyworking Sexual Health Working with Neglect County Lines Self Harm BASE Training Understanding & Managing Aggression Bully/Anti Bullying PRICE (Restrictive Techniques & De-escalation) Fire Safety & Fire Warden COSHH Legionella Awareness PPE Risk Assessment Corona Virus Driver Safety Stress Management Attachment & PACE
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	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.	<p>Week 1 - Mon, Thurs, Sat (0800 - 0800 24hrs) Week 2 - Tues, Fri, Sun (0800 - 0800 24hrs) Week 3 - Wed (0800 - 0800 24hrs)</p> <p>After the third week, the rota reverts to week 1 and so on.</p> <p>The average number of staff working each shift would be 3.</p>
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	1
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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reality Therapy NVR (Non Violent Resistance) CSE Paperwork & Administration Employee Guide Complaints Missing From care Keyworking Sexual Health Working with Neglect County Lines Self Harm BASE Training Understanding & Managing Aggression Bully/Anti Bullying PRICE (Restrictive Techniques & De-escalation) Fire Safety & Fire Warden COSHH Legionella Awareness PPE Risk Assessment Corona Virus Driver Safety Stress Management Attachment & PACE
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Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.
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No. of full-time staff (35 hours or more per week)	3
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
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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.	Week 1 - Mon, Thurs, Sat (0800 - 0800 24hrs) Week 2 - Tues, Fri, Sun (0800 - 0800 24hrs) Week 3 - Wed (0800 - 0800 24hrs) After the third week, the rota reverts to week 1 and so on. The average number of staff working each shift would be 3.
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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	3

Domestic staff

Does your service structure include roles of this type?	No
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Catering staff

Does your service structure include roles of this type?	No
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Other types of staff	
Does your service structure include any additional role types other than those already listed?	No