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:	Steddy Ltd
The provider was registered on:	22/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Steddy Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Robert Steddy
	Manager(s)	Ruth Keen, Gwyneth Steddy
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Steddy Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Robert Steddy
	Manager(s)	Gwyneth Steddy, Ruth Keen
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Steddy Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Robert Steddy
	Manager(s)	Gwyneth Steddy, Ruth Keen
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Steddy Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Robert Steddy
	Manager(s)	Gwyneth Steddy, Ruth Keen
	Partnership Area	Cwm Taf Morgannwg
	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	Spreadsheet of all training completed and required is managed by the care management team. This gives an "at a glance" view of the training needs of the care team. Steddy Ltd HR manager books new staff in on all mandatory training once they have accepted the position. Priority is given to those courses that they have not completed with another employer. Specialist training is booked in depending on the individuals that they will be supporting. Training is also identified at supervisions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Steddy Ltd continued to advertise on various job sites and social media. We continued to employ staff with/without training who would embed our company values and provide high quality care to our individuals We continued to retain staff by ensuring staff receive a competitive salary, employee of the month, Paid Birthday day off, Extra pay if covering sickness. We continue with ongoing training and progression within the company.

Service Profile

Service Details

Name of Service	Steddy Ltd

Telephone Number	01656668775
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	71

Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	22.73

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	By sending out feedback forms to individuals and staff. Actively in volving individuals and family to be introduced to Steddy at the st art of package and throughout reviews. Liaising with social servic es and having open contact and communication with individuals, f amilies, social worker and other health professionals. RI completing visits and phone calls to individuals/family members and staff Employees - team meeting and supervisions. Open door policy, e ncourage suggestions and actively look for ways to improve servi ces provided.

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

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. | Our service is designed around the individual developing a greater sense of personal independence.
Steddy Ltd assessment process is triggered by an initial enquiry or commission, but is then continued with the full involvement of the individual. Our service manager or team leader visits the individual at home and identified needs based on the abilities of the individual and desired outcomes. Focus is also given to the abilities of the individual, and what is of greatest importance to the individual, in terms of achievement in personal care. The assessment includes consideration of the following:
Ability to mobilise within the individual's home to essential parts of the home, including transfers and access a toilet, ability to dress and undress, ability to independently wash, ability to maintain good nutritional intake, ability to manage and medication and Environmental strengths, including friends and family support, cultural ,religion and lifestyle choices.
The individual and or their representative are actively involved in the assessment process, and signs the document to show agreement with the identified asset based assessment. This used to identify where the individual needs assistance to achieve the highest level of personal independence possible. It also promotes co-production, in that the individual takes ownership of the agreed assessment process.
In addition to the initial assessment, Steddy Ltd use an "All about me" process, which is a method of obtaining information regarding the individual, to provide a pen picture, their likes, dislikes, personal history and interests. This better informs the care provision, and ensures that a person centred approach is used. The form is completed over a period of time, by care manager and team leaders, as it can take time for the individual to feel comfortable with expressing thoughts, feelings and aspirations. It is an essential part of our person centred approach, and promotes co-production, as care staff are encouraged to understand the basis on which the aspirations of the individual are built. The assessment then informs the development of personal outcome goals which are then documented and agreed by the individual and or their representative. The personal outcomes identified place emphasis on a "do with" rather than "do for" approach. These enable reviews to be completed with and without social workers to establish if outcomes have been achieved and to ensure package of care is remains suitable. |

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.	Promoting individual's well being is a key part of keeping them safe, helping them develop and ensuring they have positive outcomes. Steddy Ltd review service provision proactively and reactively, informally and formally. Proactively: This occurs when care staff identify that there are changes within the individuals circumstances (internal and external factors). It is part of the service delivery to advise commissioners of services and other relevant professional when changes occur. Reactively: Steddy Ltd respond to information provided by individuals and other assessing professional and amend required services appropriately. Informally: Steddy Ltd Care manager, team leaders and team seniors work "on the patch" to ensure that they maintain a good level of knowledge regarding working practices within Steddy Ltd provision. They are able to identify when there are changes in a individuals circumstances and make changes to the care plan. Formally: Steddy Ltd complete a telephone based review of the service delivered in the initial six weeks of a service commencing. Formal reviews are complete either annually or when circumstances are seen to be changing, whichever the sooner. This informs the care plan information. Changes are documented and agreed by the individual. The above ensures that the review of a service provided remains dynamic, with emphasis on reducing the dependency of the individual. The outcome measures are then used to identify where these have been met and what degree. From this, further outcomes are established using the same process as documented above. Although there are always situations where there is deterioration in health, and therefore an increased level of support is needed, emphasis is always placed on the continued development or maintenance of independence through this process. Steddy Ltd is an occupational therapy based company. There is excellent in-house knowledge on the impact of other services on the individual in terms of maintaining independence or lessening dependence of the individual on care provision. We are able to support our care provision service with the following In -house occupational therapists and nurses who are able to do "pop up" training where staff feel that they are able to respond to the needs of the individual flexibly. Steddy Ltd continue to get robust feedback to continue to reflect and improve service. Comments are that Individuals are well supported and encouraged to be as independent as possible.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding processes are essential to ensure that the individual remains safe, and that they can be assured that they can live their lives without risk of harm. Steddy Ltd have a Safeguarding Policy that is reviewed annually, or when there is legislative changes. This policy, which contains not only the process of reporting, but a guidance on the "signs" of the varying types of abuse, is provided to every new member of staff on the first day of their induction, and the senior member of staff completing the induction ensures that this is "talked through" and any queries raised are discussed. Steddy Ltd provide training within the induction process, and thereafter ensure that each member of staff has full level one training within a six month period of commencement of employment and annually thereafter. Senior staff attend level 3 training Safeguarding, and any necessary updates. The importance of Safeguarding is a regular topic within team meetings, and is therefore kept to the forefront of employees attention when delivering care. As a part of the employee handbook, employees are provided with a flow chart that emphasis the requirement to report but not to investigate. This is a key part of our instructions to staff, and it requires them to be able to report issues in an objective manner to ensure that information can be passed on in a professional and effective way. All employees are encouraged to relate issue that they may feel are within the scope of the Safeguarding process, thorough our "open door" style of employee management. Employees are required to complete "incident reports" on issues that they feel are a concern. When abuse is suspected, our care manager in the first incidence, discusses concerns with the relevant person within the local authority, and follows all advice given. Relevant forms are completed, together with all incidents within 24 hours of being notified and submitted to the relevant authorities. Steddy Ltd use a Tagtronics system in which we record all incidents as they occur. All staff wear uniform and is easily identifiable to individuals and carry ID Badges. Any risks identified are documented in appropriate assessments and reviewed regularly, keeping social worker informed of any changes. Individuals have stated that they "Feel comfortable and safe with the staff who provide the care and Support".

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)	5

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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and rescue medication - 1 UTI - 1 Brain Injury - 1

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound and pressure - 1 Epilepsy and rescue medication - 1

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	1
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	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

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

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

Filled and vacant posts

No. of staff in post	13
No. of posts vacant	6

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

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

Induction	1

Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	9
Safeguarding	5
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	UTI - 1 Medication - 5

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	1

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	Steddy Ltd

Telephone Number	01656668775
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

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 hourly rate payable during the last financial year?	19.26
The maximum hourly rate payable during the last financial year?	27.50

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?	By sending out feedback forms to individuals and staff. Actively involving individuals and family to be introduced to Steddy at the start of package and throughout reviews. Liaising with social services and having open contact and communication with individuals, families, social worker and other health professionals. RI completing visits and phone calls to individuals/family members and staff Employees - team meeting and supervisions. Open door policy, encourage suggestions and actively look for ways to improve services provided.

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

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.	Our service is designed around the individual developing a greater sense of personal independence. Steddy Ltd assessment process is triggered by an initial enquiry or commission, but is then continued with the full involvement of the individual. Our service manager or team leader visits the individual at home and identified needs based on the abilities of the individual and desired outcomes. Focus is also given to the abilities of the individual, and what is of greatest importance to the individual, in terms of achievement in personal care. The assessment includes consideration of the following: Ability to mobilise within the individual's home to essential parts of the home, including transfers and access a toilet, ability to dress and undress, ability to independently wash, ability to maintain good nutritional intake, ability to manage and medication and Environmental strengths, including friends and family support, cultural ,religion and lifestyle choices. The individual and or their representative are actively involved in the assessment process, and signs the document to show agreement with the identified asset based assessment. This used to identify where the individual needs assistance to achieve the highest level of personal independence possible. It also promotes co-production, in that the individual takes ownership of the agreed assessment process. In addition to the initial assessment, Steddy Ltd use an "All about me" process, which is a method of obtaining information regarding the individual, to provide a pen picture, their likes, dislikes, personal history and interests. This better informs the care provision, and ensures that a person centred approach is used. The form is completed over a period of time, by care manager and team leaders, as it can take time for the individual to feel comfortable with expressing thoughts, feelings and aspirations. It is an essential part of our person centred approach, and promotes co-production, as care staff are encouraged to understand the basis on which the aspirations of the individual are built. The assessment then informs the development of personal outcome goals which are then documented and agreed by the individual and or their representative. The personal outcomes identified place emphasis on a "do with" rather than "do for" approach. These enable reviews to be completed with and without social workers to establish if outcomes have been achieved and to ensure package of care remains suitable.

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.	Promoting individual's well being is a key part of keeping them safe, helping them develop and ensuring they have positive outcomes.
	Steddy Ltd review service provision proactively and reactively, informally and formally.
	Proactively: This occurs when care staff identify that there are changes within the individuals circumstances (internal and external factors). It is part of the service delivery to advise commissioners of services and other relevant professional when changes occur.
	Reactively: Steddy Ltd respond to information provided by individuals and other assessing professional and amend required services appropriately.
	Informally: Steddy Ltd Care manager, team leaders and team seniors work "on the patch" to ensure that they maintain a good level of knowledge regarding working practices within Steddy Ltd provision. They are able to identify when there are changes in a individuals circumstances and make changes to the care plan.
	Formally: Steddy Ltd complete a telephone based review of the service delivered in the initial six weeks of a service commencing. Formal reviews are complete either annually or when circumstances are seen to be changing, whichever the sooner. This informs the care plan information. Changes are documented and agreed by the individual.
	The above ensures that the review of a service provided remains dynamic, with emphasis on reducing the dependency of the individual.
	The outcome measures are then used to identify where these have been met and what degree. From this, further outcomes are established using the same process as documented above. Although there are always situations where there is deterioration in health, and therefore an increased level of support is needed, emphasis is always placed on the continued development or maintenance of independence through this process. Steddy Ltd is an occupational therapy based company. There is excellent in-house knowledge on the impact of other services on the individual in terms of maintaining independence or lessening dependence of the individual on care provision. We are able to support our care provision service with the following In -house occupational therapists and nurses who are able to do "pop up" training where staff feel that they are able to respond to the needs of the individual flexibly. Steddy Ltd continue to get robust feedback to continue to reflect and improve service. Comments are that Individuals are well supported and encouraged to be as independent as possible.

| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding processes are essential to ensure that the individual remains safe, and that they can be assured that they can live their lives without risk of harm. Steddy Ltd have a Safeguarding Policy that is reviewed annually, or when there is legislative changes. This policy, which contains not only the process of reporting, but a guidance on the "signs" of the varying types of abuse, is provided to every new member of staff on the first day of their induction, and the senior member of staff completing the induction ensures that this is "talked through" and any queries raised are discussed. Steddy Ltd provide training within the induction process, and thereafter ensure that each member of staff has full level one training within a six month period of commencement of employment and annually thereafter.

Senior staff attend level 3 training Safeguarding, and any necessary updates.

The importance of Safeguarding is a regular topic within team meetings, and is therefore kept to the forefront of employees attention when delivering care.

As a part of the employee handbook, employees are provided with a flow chart that emphasis the requirement to report but not to investigate. This is a key part of our instructions to staff, and it requires them to be able to report issues in an objective manner to ensure that information can be passed on in a professional and effective way.

All employees are encouraged to relate issue that they may feel are within the scope of the Safeguarding process, thorough our "open door" style of employee management. Employees are required to complete "incident reports" on issues that they feel are a concern.

When abuse is suspected, our care manager in the first incidence, discusses concerns with the relevant person within the local authority, and follows all advice given.

Relevant forms are completed, together with all incidents within 24 hours of being notified and submitted to the relevant authorities.

Steddy Ltd use a Tagtronics system in which we record all incidents as they occur.

All staff wear uniform and is easily identifiable to individuals and carry ID Badges. Any risks identified are documented in appropriate assessments and reviewed regularly, keeping social worker informed of any changes.

Individuals have stated that they feel safe and protected by the staff whom support them. |

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) | 3 |

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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and rescue medication - 1 UTI - 1 Brain Injury - 1

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

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound and Pressure Care - 1 UTI - 1 Epilepsy and rescue medication - 1 Brain Injury - 1

> 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

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

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

> Filled and vacant posts

No. of staff in post	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	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Epilepsy and Rescue medication - 1

> Contractual Arrangements

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

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	17
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	7
	Health & Safety	0
	Equality, Diversity & Human Rights	7
	Manual Handling	8
	Safeguarding	7
	Dementia	0
	Positive Behaviour Management	7
	Food Hygiene	11
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and Rescue medication - 6 Brain Injury - 1 Medication - 13

Contractual Arrangements	
No. of permanent staff	17
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)	7
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	5

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	Steddy Ltd

Telephone Number	01656668775
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	22.78

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?	By sending out feedback forms to individuals and staff. Actively in volving individuals and family to be introduced to Steddy at the st art of package and throughout reviews. Liaising with social servic es and having open contact and communication with individuals, f amilies, social worker and other health professionals. RI completing visits and phone calls to individuals/family members and staff Employees - team meeting and supervisions. Open door policy, e ncourage suggestions and actively look for ways to improve servi ces provided.

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

> 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.	Our service is designed around the individual developing a greater sense of personal independence. Steddy Ltd assessment process is triggered by an initial enquiry or commission, but is then continued with the full involvement of the individual. Our service manager or team leader visits the individual at home and identified needs based on the abilities of the individual and desired outcomes. Focus is also given to the abilities of the individual, and what is of greatest importance to the individual, in terms of achievement in personal care. The assessment includes consideration of the following: Ability to mobilise within the individual's home to essential parts of the home, including transfers and access a toilet, ability to dress and undress, ability to independently wash, ability to maintain good nutritional intake, ability to manage and medication and Environmental strengths, including friends and family support, cultural ,religion and lifestyle choices. The individual and or their representative are actively involved in the assessment process, and signs the document to show agreement with the identified asset based assessment. This used to identify where the individual needs assistance to achieve the highest level of personal independence possible. It also promotes co-production, in that the individual takes ownership of the agreed assessment process. In addition to the initial assessment, Steddy Ltd use an "All about me" process, which is a method of obtaining information regarding the individual, to provide a pen picture, their likes, dislikes, personal history and interests. This better informs the care provision, and ensures that a person centred approach is used. The form is completed over a period of time, by care manager and team leaders, as it can take time for the individual to feel comfortable with expressing thoughts, feelings and aspirations. It is an essential part of our person centred approach, and promotes co-production, as care staff are encouraged to understand the basis on which the aspirations of the individual are built. The assessment then informs the development of personal outcome goals which are then documented and agreed by the individual and or their representative. The personal outcomes identified place emphasis on a "do with" rather than "do for" approach. These enable reviews to be completed with and without social workers to establish if outcomes have been achieved and to ensure package of care remains suitable.

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.	Promoting individual's well being is a key part of keeping them safe, helping them develop and ensuring they have positive outcomes. Steddy Ltd review service provision proactively and reactively, informally and formally. Proactively: This occurs when care staff identify that there are changes within the individuals circumstances (internal and external factors). It is part of the service delivery to advise commissioners of services and other relevant professional when changes occur. Reactively: Steddy Ltd respond to information provided by individuals and other assessing professional and amend required services appropriately. Informally: Steddy Ltd Care manager, team leaders and team seniors work "on the patch" to ensure that they maintain a good level of knowledge regarding working practices within Steddy Ltd provision. They are able to identify when there are changes in a individuals circumstances and make changes to the care plan. Formally: Steddy Ltd complete a telephone based review of the service delivered in the initial six weeks of a service commencing. Formal reviews are complete either annually or when circumstances are seen to be changing, whichever the sooner. This informs the care plan information. Changes are documented and agreed by the individual. The above ensures that the review of a service provided remains dynamic, with emphasis on reducing the dependency of the individual. The outcome measures are then used to identify where these have been met and what degree. From this, further outcomes are established using the same process as documented above. Although there are always situations where there is deterioration in health, and therefore an increased level of support is needed, emphasis is always placed on the continued development or maintenance of independence through this process. Steddy Ltd is an occupational therapy based company. There is excellent in-house knowledge on the impact of other services on the individual in terms of maintaining independence or lessening dependence of the individual on care provision. We are able to support our care provision service with the following In -house occupational therapists and nurses who are able to do "pop up" training where staff feel that they are able to respond to the needs of the individual flexibly. Steddy Ltd continue to get robust feedback to continue to reflect and improve service. Comments are that Individuals are well supported and encouraged to be as independent as possible.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding processes are essential to ensure that the individual remains safe, and that they can be assured that they can live their lives without risk of harm. Steddy Ltd have a Safeguarding Policy that is reviewed annually, or when there is legislative changes. This policy, which contains not only the process of reporting, but a guidance on the "signs" of the varying types of abuse, is provided to every new member of staff on the first day of their induction, and the senior member of staff completing the induction ensures that this is "talked through" and any queries raised are discussed. Steddy Ltd provide training within the induction process, and thereafter ensure that each member of staff has full level one training within a six month period of commencement of employment and annually thereafter. Senior staff attend level 3 training Safeguarding, and any necessary updates. The importance of Safeguarding is a regular topic within team meetings, and is therefore kept to the forefront of employees attention when delivering care. As a part of the employee handbook, employees are provided with a flow chart that emphasis the requirement to report but not to investigate. This is a key part of our instructions to staff, and it requires them to be able to report issues in an objective manner to ensure that information can be passed on in a professional and effective way. All employees are encouraged to relate issue that they may feel are within the scope of the Safeguarding process, thorough our "open door" style of employee management. Employees are required to complete "incident reports" on issues that they feel are a concern. When abuse is suspected, our care manager in the first incidence, discusses concerns with the relevant person within the local authority, and follows all advice given. Relevant forms are completed, together with all incidents within 24 hours of being notified and submitted to the relevant authorities. Steddy Ltd use a Tagtronics system in which we record all incidents as they occur. All staff wear uniform and is easily identifiable to individuals and carry ID Badges. Any risks identified are documented in appropriate assessments and reviewed regularly, keeping social worker informed of any changes. Individuals have stated that they feel safe and protected by the staff whom support them.

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)	2

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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and rescue medication - 1 UTI - 1 Brain Injury - 1

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

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

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

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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

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

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound and pressure care - 1 Epilepsy and Rescue Medication - 1 UTI - 1 Brain Injury - 1

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

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

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

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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	4
No. of posts vacant	2

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication - 3

Contractual Arrangements

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

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

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

Staff Qualifications

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

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	Steddy Ltd

Telephone Number	01656668775
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	49

Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	24.99

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?	By sending out feedback forms to individuals and staff. Actively involving individuals and family to be introduced to Steddy at the start of package and throughout reviews. Liaising with social services and having open contact and communication with individuals, families, social worker and other health professionals. RI completing visits and phone calls to individuals/family members and staff Employees - team meeting and supervisions. Open door policy, encourage suggestions and actively look for ways to improve services provided.

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

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.	Our service is designed around the individual developing a greater sense of personal independence. Steddy Ltd assessment process is triggered by an initial enquiry or commission, but is then continued with the full involvement of the individual. Our service manager or team leader visits the individual at home and identified needs based on the abilities of the individual and desired outcomes. Focus is also given to the abilities of the individual, and what is of greatest importance to the individual, in terms of achievement in personal care. The assessment includes consideration of the following: Ability to mobilise within the individual's home to essential parts of the home, including transfers and access a toilet, ability to dress and undress, ability to independently wash, ability to maintain good nutritional intake, ability to manage and medication and Environmental strengths, including friends and family support, cultural ,religion and lifestyle choices. The individual and or their representative are actively involved in the assessment process, and signs the document to show agreement with the identified asset based assessment. This used to identify where the individual needs assistance to achieve the highest level of personal independence possible. It also promotes co-production, in that the individual takes ownership of the agreed assessment process. In addition to the initial assessment, Steddy Ltd use an "All about me" process, which is a method of obtaining information regarding the individual, to provide a pen picture, their likes, dislikes, personal history and interests. This better informs the care provision, and ensures that a person centred approach is used. The form is completed over a period of time, by care manager and team leaders, as it can take time for the individual to feel comfortable with expressing thoughts, feelings and aspirations. It is an essential part of our person centred approach, and promotes co-production, as care staff are encouraged to understand the basis on which the aspirations of the individual are built. The assessment then informs the development of personal outcome goals which are then documented and agreed by the individual and or their representative. The personal outcomes identified place emphasis on a "do with" rather than "do for" approach. These enable reviews to be completed with and without social workers to establish if outcomes have been achieved and to ensure package of care remains suitable.

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.	Promoting individual's well being is a key part of keeping them safe, helping them develop and ensuring they have positive outcomes. Steddy Ltd review service provision proactively and reactively, informally and formally. Proactively: This occurs when care staff identify that there are changes within the individuals circumstances (internal and external factors). It is part of the service delivery to advise commissioners of services and other relevant professional when changes occur. Reactively: Steddy Ltd respond to information provided by individuals and other assessing professional and amend required services appropriately. Informally: Steddy Ltd Care manager, team leaders and team seniors work "on the patch" to ensure that they maintain a good level of knowledge regarding working practices within Steddy Ltd provision. They are able to identify when there are changes in a individuals circumstances and make changes to the care plan. Formally: Steddy Ltd complete a telephone based review of the service delivered in the initial six weeks of a service commencing. Formal reviews are complete either annually or when circumstances are seen to be changing, whichever the sooner. This informs the care plan information. Changes are documented and agreed by the individual. The above ensures that the review of a service provided remains dynamic, with emphasis on reducing the dependency of the individual. The outcome measures are then used to identify where these have been met and what degree. From this, further outcomes are established using the same process as documented above. Although there are always situations where there is deterioration in health, and therefore an increased level of support is needed, emphasis is always placed on the continued development or maintenance of independence through this process. Steddy Ltd is an occupational therapy based company. There is excellent in-house knowledge on the impact of other services on the individual in terms of maintaining independence or lessening dependence of the individual on care provision. We are able to support our care provision service with the following In -house occupational therapists and nurses who are able to do "pop up" training where staff feel that they are able to respond to the needs of the individual flexibly. Steddy Ltd continue to get robust feedback to continue to reflect and improve service. Comments are that Individuals are well supported and encouraged to be as independent as possible.

| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding processes are essential to ensure that the individual remains safe, and that they can be assured that they can live their lives without risk of harm. Steddy Ltd have a Safeguarding Policy that is reviewed annually, or when there is legislative changes. This policy, which contains not only the process of reporting, but a guidance on the "signs" of the varying types of abuse, is provided to every new member of staff on the first day of their induction, and the senior member of staff completing the induction ensures that this is "talked through" and any queries raised are discussed. Steddy Ltd provide training within the induction process, and thereafter ensure that each member of staff has full level one training within a six month period of commencement of employment and annually thereafter.
Senior staff attend level 3 training Safeguarding, and any necessary updates.
The importance of Safeguarding is a regular topic within team meetings, and is therefore kept to the forefront of employees attention when delivering care.
As a part of the employee handbook, employees are provided with a flow chart that emphasis the requirement to report but not to investigate. This is a key part of our instructions to staff, and it requires them to be able to report issues in an objective manner to ensure that information can be passed on in a professional and effective way.
All employees are encouraged to relate issue that they may feel are within the scope of the Safeguarding process, thorough our "open door" style of employee management. Employees are required to complete "incident reports" on issues that they feel are a concern.
When abuse is suspected, our care manager in the first incidence, discusses concerns with the relevant person within the local authority, and follows all advice given.
Relevant forms are completed, together with all incidents within 24 hours of being notified and submitted to the relevant authorities.
Steddy Ltd use a Tagtronics system in which we record all incidents as they occur.
All staff wear uniform and is easily identifiable to individuals and carry ID Badges. Any risks identified are documented in appropriate assessments and reviewed regularly, keeping social worker informed of any changes.
Individuals have stated that they feel safe and protected by the staff whom support them. |

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) | 4 |

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	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and Rescue medication - 1 UTI - 1 Brain Injury 1

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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

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

Filled and vacant posts

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound and Pressure care - 1 UTI - 1 Brain Injury - 1 Epilepsy and Rescue medication - 1

Contractual Arrangements

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

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

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

Staff Qualifications

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

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

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

Filled and vacant posts

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

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Wound and Pressure care - 1 Medication - 1

> Contractual Arrangements

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

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

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

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1

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

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

> Filled and vacant posts

No. of staff in post	10
No. of posts vacant	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	2
Health & Safety	0
Equality, Diversity & Human Rights	2
Manual Handling	7
Safeguarding	7
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wound and Pressure care - 7 Medication - 5

Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5

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