

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:	St Nicholas House Ltd	
The provider was registered on:	08/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St Nicholas House Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	08/02/2019
	Responsible Individual(s)	Rosemary Howell
	Manager(s)	Vasilica Iovu
	Maximum number of places	49
	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	In line with St Nicholas House policies & procedures for identifying, planning and meeting the training needs of staff employed: Induction Training is commenced using 'new starter checklists'. 12 week Induction Booklet is completed in conjunction with Mandatory e-Learning. competency checks are completed - any shortfall, re-training initiated. Long term staff have regular supervisions & appraisals to identify additional training on top of mandatory. Nurses training ongoing for revalidation also.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In line with St Nicholas House Recruitment & Retention policies, requirements to fill posts were initially advertised in house and externally. Some posts were successfully filled, however those posts that were not filled, identified the need for Overseas staff to be recruited using our COS. All staff are valued, supported and encouraged to progress in house and retention is good.

Service Profile

Service Details

Name of Service	St Nicholas House Care Home
Telephone Number	01588620613
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	English Welsh Czech Romanian Polish

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81
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Fees Charged

The minimum weekly fee payable during the last financial year?	710.00
The maximum weekly fee payable during the last financial year?	1340.57

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Residents/Relatives Meetings Monthly careplan reviews Facebook postings Questionnaires Activity planners Manager's 'weekly walkarounds' Daily feedback Planned birthday events Planned significant events i.e. Jubilee, St David's Day, Bonfire night Spring fete

Service Environment

How many bedrooms at the service are single rooms?	49
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	48
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Outside seating areas at the front and back of St Nicholas House. Planter boxes at the front are for residents to plant seeds, plants and nurture their own flowerbeds. We have access to the back gardens for all residents and the views of the rolling hills are phenomenal. They make use of the outside grassed areas to have fetes, special events or to simply enjoy a beautiful summer's day outside with an ice cream or two. Improvement plans being activated re: additional 'gardening' space and built up beds for residents to utilize further.
Provide details of any other facilities to which the residents have access	Hairdressing salon

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
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Accessible Information Standards - using Pictorial Guidance Boards for non-verbal communication, menu choices etc.

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 priority is to ensure all service users have equal opportunity to voice opinions and have person-centred care delivered how they wish, when they wish and where they wish. Person-centred care plans are developed for each person, inclusive of their opinions, choices, preferences and 'what matters to them' outcomes.

In accordance with our Quality Assurance policies & procedures, weekly 'documented' Manager's Walkarounds and Provider Visits, make significant contact with our residents and affords them further ways to discuss how care is delivered, confirming if they have choice and opportunity to express their needs & wants, inclusive of activities, meals, external visits and access to other professionals. Bi-monthly residents & relatives meetings are held, in which a diverse range of topics and views are discussed, giving opportunity for all involved to make collective decisions about menus, decor, activities provided internally and externally; bringing about further choice and control by our residents and not the service. Our residents are encouraged to manage risks and be positively supported to achieve what matters to them. Verbal & written feedback received really positive, some examples are: "tip top care" "I'm very lucky to be here" "good care, fair play" "Brilliant"

From reviews & feedback we received and also being sent to Carehome.co.uk by our residents, relatives and external professionals, submitted independently, this saw St Nicholas House awarded Top 20 Care Home of the year.

Staff have significant 'All Wales' induction training completed when they commence with us and then they are given access to a range of Mandatory and Additional training through our new e-learning and face to face platform. This is maintaining progress, understanding and knowledge for all staff in order to deliver the best care, support and achievable outcomes for our residents. Regular staff supervisions and appraisals take place, giving staff opportunity to discuss any areas of concern or competency and how to assist them within an open, progressive thinking culture at St Nicholas House.

We are committed to the Welsh Active Offer; all signage, statement of purpose, menus, activity planners, policies are available and we will continue to provide more bi-lingually should these be required. Life history documents are in place for each resident; holistic overview approach to maintain choice and opportunity in 'what matters' then, now and in the future.

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.

Through Provider Visit Reports, Manager's Weekly walkarounds, Quality Assurance feedback and daily documentation in care plans, it is evidenced that residents are continually spoken directly with to ascertain feedback on all aspects of their care, wellbeing and development. Always positive feedback appears to be given and residents are assured of an open, transparent discussion with management.

All residents are registered to local GP surgery and have access to Doctors, Practice Nurses, Additional External Professional support through this registration and further NHS support re: hospital appointments, procedures etc. They all have access to Chiropody, Dentistry, Physiotherapy and Occupational Therapy as and when required. They have access to TVNs and specialist Complex Care Nurses. They have access to Social Services, Advocacy and Continuing Health Care when and if they should require it. Staff ensure that all residents have reviews by any or all the aforementioned by referrals and direct requests being made.

All residents are assured of maintaining their personal professional and social contacts in order to maintain effective ongoing health, development and overall well-being; utilising a thoroughly holistic approach by the staff team at St Nicholas House. Provision is made within each person-centred care plan for professionals to document their visits, recommendations and outcomes; keeping residents involved and informed, helping to maintain/achieve personal outcomes and management of their health and overall well-being.

Through an holistic approach we identified specifically with one resident that their overall wellbeing would be impacted if they did not carry on 'shopping' for others, like she had when she lived in her own home; her fulfillment of interacting with community & assisting others has been paramount in her achieving and maintaining personal outcomes, with health needs met in conjunction. Another resident in 'what matters' discussions stated that maintaining contact at the local pub and making new social contacts was paramount to him in his overall wellbeing and 'lessened' the impact on him mentally, physically and emotionally about his health related conditions.

Staff training is maintained & updated throughout, also specifically for person centred documentation and developing plans, inclusive of 'what matters' discussions; supporting our residents to maintain their health, development and overall wellbeing.

The extent to which people feel safe and protected from abuse and neglect.

All staff have been trained in Safeguarding procedures, Whistle blowing and have all downloaded the Wales Safeguarding app and received training in same – giving them direct access to policy etc and reporting areas, should they be required. Oversight of Management where all incidents, referrals are thoroughly investigated, and outcomes supported by lessons learnt – improving standards, quality and safety throughout.

Residents are encouraged to give feedback throughout and any issues or concerns are taken seriously; investigations carried out, following our company policy & procedure, in line with Welsh Standards, keeping residents & relatives informed of the process and outcomes. Referrals are made directly by Management to appropriate external professionals CIW, Deprivation of Liberty Safeguards and Local Safeguarding teams as and when required. An open and transparent approach is taken throughout, evidence gathered and supportive of ensuring good outcomes for all.

Residents are involved in positive risk taking and are involved in decisions about their safety to the maximum extent possible and their wishes are respected. Where there may be decisions to be made that conflict with freedom against protection from harm, best interests' decisions are made utilising the appropriate parties – the least restrictive option is always considered.

Staff treat residents with respect and dignity, making sure Equality & Diversity is upheld throughout. Proactive approaches by staff to ensure human rights are not breached or violated. Staff know what to do to make sure all are protected and actively encourage feedback and all situations are dealt with. Management has a consistent approach to safeguarding with open, transparent and objective ways.

Our residents say "yes, I feel safe" "I know someone is always here if I need them" "staff are very approachable". One quote to the Manager, while speaking to a resident and asking do you know the Manager and how to raise any concerns, said "not sure who's the Manager but I have no concerns" - the Manager said who she was and showed the resident her name badge, having spoken with this resident regularly on a daily basis, the response was "I know who you are, you're lovely and I didn't want to stare to read your badge". Between the Manager and the resident they developed a 'pictorial booklet' with staff photos, names, job roles etc to assist residents further in feeling safe and protected.

Environmental Health Inspection 5 Stars.

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

Using RDCP Care Quality Assurance format, policies/ procedures and regularly planned auditing tools, we have established ongoing maintenance and servicing of equipment within the Home. We can evidence all areas of Health & Safety have been addressed and regular mandatory checks/ compliance certification have been maintained and documented within the QA folders. Residents wishes, requests have been documented individually and collectively (depending on whether it is care plan or meeting held) including seeking their views on how well their privacy, dignity and confidentiality is established at the Home. All feedback reviewed would appear to suggest that residents feel happy, they have no concerns about not being treated with dignity and they feel they can speak with total transparency and confidentiality with staff throughout.

Community links are very well maintained and established at St Nicholas House. It is a small community in Churchstoke and all external establishments like schools, pubs and local shops have a very definite link to St Nicholas House. Residents regularly go out on trips to pubs, garden centres, boat excursions etc. Regular visits from the local primary school children are one of our residents' favourite times, where the children read to them and the interaction between the 'ages' is joyous.

Facebook is used as a very interactive tool for relatives & the local community, not only to see what residents are enjoying but also to promote areas of the community and for relatives to sign up to either come to events or be kept up to date on how their loved ones are spending their social time.

We evidenced that the fire alarm system required upgrading to a new fully addressable alarm; being transitioned throughout the Home section by section currently – marked improvement in reducing risk to residents.

Inclusive of resident suggestions/ requests, we have a yearly improvement plan, covering all aspects of the accommodation. New floorings which are non-slip & sound reducing acquired, improving safety & wellbeing.

We are continuously servicing and maintaining the Home, ensuring resident requests for specific colour schemes in own rooms, lounges etc are adhered to. (When specific changes are required, these are on the agenda for resident/ relative meetings)

Residents are encouraged and assisted in personalising their own rooms – self evident from observing their rooms; especially our lady with her two fish & tank.

Kitchenette upgraded and improved.

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)	40
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life Care Fire Safety Complaints Hand Hygiene Medical Oxygen COSHH Fire Warden First Aid Controlled Drugs Epilepsy Parkinsons GDPR Display Screen Equipment Namaste Care Course Health & Wellbeing Training
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>	
<p>Filled and vacant posts</p>	
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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>End of Life Absence Management AED Training Complaints Consent Controlled Drugs COSHH Customer Care DoLS Display Screen Equipment Electrical Safety Epilepsy Fire Warden First Aid Nutrition & Hydration Falls Prevention Legionella MCA Performance Management Whistleblowing Sepsis Awareness</p>
<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

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?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Hand Hygiene First Aid Controlled Drugs Autism Awareness Accident & Incident reporting DoLS & MCA Diabetes Awareness End of Life Epilepsy Awareness Fire Safety Parkinsons Awareness Falls Awareness Oral Hygiene
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

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

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	4
No. of posts vacant	1

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

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

Induction	2
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed 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)	1
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day Shift 7am-9pm 1 staff Night Shift 8pm-7.30am 1 staff
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	7
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Hand Hygiene First Aid Controlled Drugs Autism Awareness Accident & Incident reporting DoLS & MCA Diabetes Awareness End of Life Epilepsy Awareness Fire Safety Parkinsons Awareness Falls Awareness Oral Hygiene
Contractual Arrangements	
No. of permanent staff	7

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	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.	Day shift 7.30am - 8.30pm 2 staff Night shift 8pm - 7.30am 2 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	3
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	16
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	4
Health & Safety	16
Equality, Diversity & Human Rights	16
Infection, prevention & control	16
Manual Handling	16
Safeguarding	16
Medicine management	0
Dementia	16
Positive Behaviour Management	0
Food Hygiene	16

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Hand Hygiene DoLS MCA End of Life Epilepsy Awareness Fire Safety Food Hygiene First Aid Clinical Parkinson's Awareness Oral Hygiene
Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	3
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.	Day shift 07.30am - 8pm x 7 staff Night shift 8pm - 07.30am x 3 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this 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	8
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8

Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH DoLS & MCA Fire Safety Hand Hygiene
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and 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)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6

Medicine management	0
Dementia	6
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH End of Life Fire Safety First Aid Hand Hygiene
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	2xActivity Co-Ordinators - plan, arrange & support residents with activities, socialising, day trips, events etc. 1xMaintenance Personnel - maintenance, repairs, refurbishing, gardening, health & safety checks/ audits 1xAdministrator - payroll information, invoicing information, answering calls to service, customer services
Filled and vacant posts	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4

Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH End of Life Fire Safety First Aid MCA Wheelchair Exercise Training
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)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0