

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:	The Care Collective De Cymru Limited	
The provider was registered on:	22/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Care Collective - Gwent	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/03/2019
	Responsible Individual(s)	
	Manager(s)	Elizabeth Prosser
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	The Care Collective - Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/03/2019
	Responsible Individual(s)	
	Manager(s)	Elizabeth Prosser
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	The Care Collective - Owm Taf	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/03/2019
	Responsible Individual(s)	
	Manager(s)	Elizabeth Prosser
	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	Dedicated training officer who understands training and development. Devised with individual and manager a training needs analysis which determines knowledge, skills & abilities and gaps to what is required to meet the service objectives and implement Individual Learning Plan. An annual training programme and action plan implemented. Online planners and other digital systems used for monitoring via Dashboard data intel and reviewed for compliance during fortnightly management meetings.
--	--

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The service has improved recruitment and retention throughout the last financial year with a focused workshop. The commitment has resulted in sustaining high retention levels with an annualised rate of 80%. A figure indicative of workforce satisfaction with the decent, fair, considerate and supportive ethical climate we create. Staff are our key asset and as a charity it is our duty to do all we can to support staff. We have been able to recruit more during the year than previously.

Service Profile

Service Details

Name of Service	The Care Collective - Cardiff
Telephone Number	01495769996
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?	22
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	22.85

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>Working in partnership with people & communities is critical in creating the service which offers personalised care. We use what people tell us to understand the quality of care they receive from us, whether feedback is positive or critical. The QA Framework actively seeks feedback about all aspects of the service from:</p> <ul style="list-style-type: none"> RI Visits and Regulation 74 Feedback Reports Regulation 80 - Quality of Care Reviews Reviews Supervisions Compliments Register Complaints Register Safeguarding & Health & Safety Register Learning & Development Workshops Reflective Practice Training & Feedback forms Meetings & Feedback forms Forums Annual Questionnaires - people who use the service, their representatives, staff and commissioners CIW Inspections LA Monitoring Improvement & Implementation Action Plans <p>The above are key drivers for improvement to the service. They allow us to review any gaps between meeting expectations & needs, delivering good quality service and value for money.</p>
---	--

Communicating with people who use the service

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

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.

A personalised approach is taken, people's preferences are acknowledged and understood, and how they wish their support to be provided is documented. People have a choice and are listened to; personal plans are holistic and reflect people's needs and give a good overview of what is important to the individual.

Staff are trained and strive to give individuals the best quality of life experiences and outcomes during the service provided. As CSWs develop and build trustful working relationships, they contribute to the personal outcomes-based reviews. Individuals are fully involved during the assessing of needs, development and reviewing of their care & support plans as are carers and family.

RI visits and Reviews to 'What is Important to Me' identify how this is having a positive impact with the delivery of care and support. It identifies what is working or not through outcome based quarterly reviews. Feedback is sought from individuals and relevant persons, formally and informally to obtain their views on our caring approach and address any concerns. Questionnaire & RI feedback from individuals includes

"treated with dignity & respect

I am happy & feel involved

I am treated as an individual

always attentive to our needs

CSWs go above and beyond"

People tell us they feel listened to and can contribute to decisions which affect their day lives.

Methods of supervision include medication competency based & spot check observations to CSWs practices in individual's homes, so that staff can be given feedback on the quality of their engagement and support given with dignity and respect. The service promotes engagement, participation and involvement of staff through forums, direct access to CEO, Chairman of Trustees and are actively encouraged to contribute to direction and decision making. The aim is to give all staff the chance to have their say on how things are done in a more inclusive, collective and person-centred way. They meet regularly as management, QA, care support workers' meetings and there are mechanisms in place to detect variation from agreed standards/quality in relation to the delivery of safe, effective care and improved outcomes. The newly developed Performance Management and Quality Assurance is the core to integrated discussions and decisions and is also a major factor for individuals, teams and services to work together and enable co-operative learning.

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.

People are supported to maintain their health and well-being; people are very complimentary including staff are

“lovely
friendly
wonderful
tremendous
personable & thorough
listen
go above & beyond
lovely helpful people
I couldn't do without them”
and the service being

“fantastic
very accommodating
they listen and help in any possible way they can
provides excellent support
knowing my wife is safe at home”

From unpaid carers
“I am very grateful for the service provided as I take advantage of the personal freedom it allows me, thank you for all your support to us unpaid carers”.

Staff feedback is positive with staff feeling valued and supported in their roles
“lovely company to work for
brilliant and management are most definitely supporting and approachable”

People's well-being is enhanced by receiving good quality support in a caring and dignified way from skilled and knowledgeable staff. People say the service supports them to maintain their independence, have control over their day to day lives and helps maintain important family relationships. Thus enabling the carer, the opportunity to have a break from their caring role.

Everyone receives an individual care plan based on a comprehensive assessment of their needs and requests for a service, including assessments of risks. The team ensure that they have all the information required regarding the individual's preferences as far as practically possible. This includes preferred times for visits and the extent to which an individual might depend on the timing of the visit, in order, for example, to be assisted with prescribed medication.

The views of individuals and their representatives shape the quality of services provided by the team. In response to individual's needs, the team engage and listen carefully to what is being communicated, including any frustrations or anxieties, concerns and complaints. There is a complaints procedure which individuals and relatives can access if they wish, this information is kept in the Home File. The team strive to put quality and innovation central to the service provided.

CSWs are offered support to deal with their own feelings when working in distressing situations through quarterly supervisions or regular welfare checks. Management work as a close-knit team, which helps to develop the open and transparent service ethos and remain open to ideas for ways to improve delivery and quality of service.

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

People are protected from harm and neglect through measures promoting safe working practices. Feedback includes “on time, never late, enabling my mother to live at home and maintain as much independence as possible” “I am safe and happy when my parents go out”.

The service is proactive in identifying potential risks to people and staff and how to manage these. Care support workers are safeguarding trained in and are aware of their responsibility to report any concerns for a person’s well-being appropriately. Staff say they feel confident raising any issues with management. People’s personal data is stored electronically on password encrypted devices to prevent data loss and meet requirements of GDPR.

There are procedures in place to ensure staff are recruited and vetted appropriately with pre-employment checks in place and systems ensure safe recruiting. Staff files and training records show receipt of training to ensure people’s safety. CSWs keep people safe by following clear policies and procedures and taking appropriate action when needed. All CSWs try to be punctual and there are procedures in place to keep individuals informed if there are any unavoidable delays. The team strive to be responsive to requests for CSWs to enter and leave homes in ways that are suitable to them, but also keep the individual safe and secure.

The newly formed Quality Assurance Team explore digital technologies including digital learning methods which can support development and continuous improvement. The team has developed a Governance Calendar to include policies reviews, learning and development workshops from adverse events, incidences and near misses. Systems provide an audit trail of document management systems. The new Head of Service fronts an operational team reporting to RI, strategic management and Board. A robust QA system developed in which to meet registration and commissioning standards at to affect continuous improvement of the service. The Governance Calendar schedules a rolling programme of audits undertaken by Head, RCM, DRCMs & QA Team. The system monitors & reviews different aspects of the service eg personal outcomes, reviews, RI visits, complaints register, health and safety register and safeguarding. Thematic audits has greatly assisted the team, organisation and Board to gain a clearer understanding of reasons for any issues or recurring issues and to enhance development of safer and effective working practices.

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)

6

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
Manual Handling	0
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.	Infection, Prevention and Control First Aid at Work Personal Care Risk Assessment Fire Safety Communication Confidentiality Mental Capacity Act Record Keeping Epilepsy Assessing Need Care Planning Supervision and Appraisal Medication Management
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

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	2
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety x 1 Communication x 2 Confidentiality x 1 Assessing Need x 2 Care Planning x 2 Supervision and Appraisal x 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)	1
No. of part-time staff (17-34 hours per week)	1
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

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
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Safeguarding Children
Medication Management
First Aid at Work
Personal Care
Risk Assessment
Fire safety
Communication
Dignity and Respect
Record Keeping
Autism and Learning Disabilities
Epilepsy
Assessing Need

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

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	0
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None
<p>Contractual Arrangements</p>	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	5
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	1
Health & Safety	6
Equality, Diversity & Human Rights	3
Manual Handling	4
Safeguarding	5
Dementia	4
Positive Behaviour Management	5
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection, Prevention and Control x 5 Safeguarding Children x 1 First Aid at Work x 4 Personal Care x 5 Risk Assessment x 4 Fire Safety x 4 Communication x 4 Confidentiality x 3 Dignity and Respect x 1 Mental Capacity Act x 4 Record Keeping x 4 Medication Management x 4

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

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

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	1

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.	QA Manager Training Officer QA and Care Admin x 2

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	2
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	Infection, Prevention and Control x 1 Medication Management x 1 Personal Care x 1 Communication x 1 Dignity and respect x 1 Record Keeping x 1 First Aid at Work x 3 Train the Trainer x 1

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)	2
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	The Care Collective - Cwm Taf
Telephone Number	01495769996
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?	194
--	-----

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	19.33

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Working in partnership with people & communities is critical in creating the service which offers personalised care. We use what people tell us to understand the quality of care they receive from us, whether feedback is positive or critical. The QA Framework actively seeks feedback about all aspects of the service from:</p> <ul style="list-style-type: none"> RI Visits and Regulation 74 Feedback Reports Regulation 80 - Quality of Care Reviews Reviews Supervisions Compliments Register Complaints Register Safeguarding & Health & Safety Register Learning & Development Workshops Reflective Practice Training & Feedback forms Meetings & Feedback forms Forums Annual Questionnaires - people who use the service, their representatives, staff and commissioners CIW Inspections LA Monitoring Improvement & Implementation Action Plans <p>The above are key drivers for improvement to the service. They allow us to review any gaps between meeting expectations & needs, delivering good quality service and value for money.</p>

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
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.

A personalised approach is taken, people's preferences are acknowledged and understood, and how they wish their support to be provided is documented. People have a choice and are listened to; personal plans are holistic and reflect people's needs and give a good overview of what is important to the individual.

Staff are trained and strive to give individuals the best quality of life experiences and outcomes during the service provided. As CSWs develop and build trustful working relationships, they contribute to the personal outcomes-based reviews. Individuals are fully involved during the assessing of needs, development and reviewing of their care & support plans as are carers and family.

RI visits and Reviews to 'What is Important to Me' identify how this is having a positive impact with the delivery of care and support. It identifies what is working or not through outcome based quarterly reviews. Feedback is sought from individuals and relevant persons, formally and informally to obtain their views on our caring approach and address any concerns. Questionnaire & RI feedback from individuals includes

"treated with dignity & respect
I am happy & feel involved
I am treated as an individual
always attentive to our needs
CSWs go above and beyond"
People tell us they feel listened to and can contribute to decisions which affect their day lives.

Methods of supervision include medication competency based & spot check observations to CSWs practices in individual's homes, so that staff can be given feedback on the quality of their engagement and support given with dignity and respect. The service promotes engagement, participation and involvement of staff through forums, direct access to CEO, Chairman of Trustees and are actively encouraged to contribute to direction and decision making. The aim is to give all staff the chance to have their say on how things are done in a more inclusive, collective and person-centred way. They meet regularly as management, QA, care support workers' meetings and there are mechanisms in place to detect variation from agreed standards/quality in relation to the delivery of safe, effective care and improved outcomes. The newly developed Performance Management and Quality Assurance is the core to integrated discussions and decisions and is also a major factor for individuals, teams and services to work together and enable co-operative learning.

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.

People are supported to maintain their health and well-being; people are very complimentary including staff are

“lovely
friendly
wonderful
tremendous
personable & thorough
listen
go above & beyond
lovely helpful people
I couldn't do without them”
and the service being

“fantastic
very accommodating
they listen and help in any possible way they can
provides excellent support
knowing my wife is safe at home”

From unpaid carers
“I am very grateful for the service provided as I take advantage of the personal freedom it allows me, thank you for all your support to us unpaid carers”.

Staff feedback is positive with staff feeling valued and supported in their roles
“lovely company to work for
brilliant and management are most definitely supporting and approachable”

People's well-being is enhanced by receiving good quality support in a caring and dignified way from skilled and knowledgeable staff. People say the service supports them to maintain their independence, have control over their day to day lives and helps maintain important family relationships. Thus enabling the carer, the opportunity to have a break from their caring role.

Everyone receives an individual care plan based on a comprehensive assessment of their needs and requests for a service, including assessments of risks. The team ensure that they have all the information required regarding the individual's preferences as far as practically possible. This includes preferred times for visits and the extent to which an individual might depend on the timing of the visit, in order, for example, to be assisted with prescribed medication.

The views of individuals and their representatives shape the quality of services provided by the team. In response to individual's needs, the team engage and listen carefully to what is being communicated, including any frustrations or anxieties, concerns and complaints. There is a complaints procedure which individuals and relatives can access if they wish, this information is kept in the Home File. The team strive to put quality and innovation central to the service provided.

CSWs are offered support to deal with their own feelings when working in distressing situations through quarterly supervisions or regular welfare checks. Management work as a close-knit team, which helps to develop the open and transparent service ethos and remain open to ideas for ways to improve delivery and quality of service.

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

People are protected from harm and neglect through measures promoting safe working practices. Feedback includes “on time, never late, enabling my mother to live at home and maintain as much independence as possible” “I am safe and happy when my parents go out”.

The service is proactive in identifying potential risks to people and staff and how to manage these. Care support workers are safeguarding trained in and are aware of their responsibility to report any concerns for a person’s well-being appropriately. Staff say they feel confident raising any issues with management. People’s personal data is stored electronically on password encrypted devices to prevent data loss and meet requirements of GDPR.

There are procedures in place to ensure staff are recruited and vetted appropriately with pre-employment checks in place and systems ensure safe recruiting. Staff files and training records show receipt of training to ensure people’s safety. CSWs keep people safe by following clear policies and procedures and taking appropriate action when needed. All CSWs try to be punctual and there are procedures in place to keep individuals informed if there are any unavoidable delays. The team strive to be responsive to requests for CSWs to enter and leave homes in ways that are suitable to them, but also keep the individual safe and secure.

The newly formed Quality Assurance Team explore digital technologies including digital learning methods which can support development and continuous improvement. The team has developed a Governance Calendar to include policies reviews, learning and development workshops from adverse events, incidences and near misses. Systems provide an audit trail of document management systems. The new Head of Service fronts an operational team reporting to RI, strategic management and Board. A robust QA system developed in which to meet registration and commissioning standards at to affect continuous improvement of the service. The Governance Calendar schedules a rolling programme of audits undertaken by Head, RCM, DRCMs & QA Team. The system monitors & reviews different aspects of the service eg personal outcomes, reviews, RI visits, complaints register, health and safety register and safeguarding. Thematic audits has greatly assisted the team, organisation and Board to gain a clearer understanding of reasons for any issues or recurring issues and to enhance development of safer and effective working practices.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 10

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
Manual Handling	0
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.	Infection, Prevention and Control First Aid at Work Personal Care Risk Assessment Fire Safety Communication Confidentiality Mental Capacity Act Record Keeping Epilepsy Assessing Need Care Planning Supervision and Appraisal Medication Management
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

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	2
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety x 1 Communication x 2 Confidentiality x 1 Assessing Need x 2 Care Planning x 2 Supervision and Appraisal x 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)	1
No. of part-time staff (17-34 hours per week)	1
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

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	3
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	3
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	3
Dementia	3
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Infection Prevention and Control x 2
 Safeguarding Children x 2
 Medication Management x 2
 First Aid at Work x 1
 Personal Care x 2
 Risk Assessment x 2
 Fire Safety x 2
 Communication x 2
 Confidentiality x 2
 Dignity and Respect x 2
 Mental capacity Act x 1
 Record Keeping x 3
 Autism and Learning Disabilities x 2
 Epilepsy x 2
 Assessing Needs x 3
 Care Planning x 3
 Supervision and Appraisal x 2

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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	1

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Management Personal Care Risk Assessment Fire Safety Communication Confidentiality Mental Capacity Act Epilepsy
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<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	28
No. of posts vacant	2
<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	4
Health & Safety	27
Equality, Diversity & Human Rights	21
Manual Handling	15
Safeguarding	24
Dementia	27
Positive Behaviour Management	24
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection, Prevention and Control x 26 Safeguarding Children x 14 Medication Management x 27 First Aid at Work x 10 Personal Care x 25 Risk Assessment x 20 Fire Safety x 24 Communication x 23 Confidentiality x 21 Dignity and respect x 2 Mental Capacity Act x 17 Record Keeping x 19 Autism and Learning Disabilities x 15 Epilepsy x 14 Gastrostomy x 2
<p>Contractual Arrangements</p>	
No. of permanent staff	28
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	4
<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)	3
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	11
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	9

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.	QA Manager Training Officer QA and Admin team x 2
Filled and vacant posts	
No. of staff in post	4
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	2
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	Infection, Prevention and Control x1 Medication Management x 1 Personal Care x 1 Communication x 1 Dignity and respect x 1 Record Keeping x 1 First Aid at Work x 3 Train the Trainer x 1
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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Details

Name of Service	The Care Collective - Gwent
Telephone Number	01495769996
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?	137
--	-----

Fees Charged

The minimum hourly rate payable during the last financial year?	18.15
The maximum hourly rate payable during the last financial year?	22.23

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Working in partnership with people & communities is critical in creating the service which offers personalised care. We use what people tell us to understand the quality of care they receive from us, whether feedback is positive or critical. The QA Framework actively seeks feedback about all aspects of the service from:</p> <ul style="list-style-type: none"> RI Visits and Regulation 74 Feedback Reports Regulation 80 - Quality of Care Reviews Reviews Supervisions Compliments Register Complaints Register Safeguarding & Health & Safety Register Learning & Development Workshops Reflective Practice Training & Feedback forms Meetings & Feedback forms Forums Annual Questionnaires - people who use the service, their representatives, staff and commissioners CIW Inspections LA Monitoring Improvement & Implementation Action Plans <p>The above are key drivers for improvement to the service. They allow us to review any gaps between meeting expectations & needs, delivering good quality service and value for money.</p>

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.

A personalised approach is taken, people's preferences are acknowledged and understood, and how they wish their support to be provided is documented. People have a choice and are listened to; personal plans are holistic and reflect people's needs and give a good overview of what is important to the individual.

Staff are trained and strive to give individuals the best quality of life experiences and outcomes during the service provided. As CSWs develop and build trustful working relationships, they contribute to the personal outcomes-based reviews. Individuals are fully involved during the assessing of needs, development and reviewing of their care & support plans as are carers and family.

RI visits and Reviews to 'What is Important to Me' identify how this is having a positive impact with the delivery of care and support. It identifies what is working or not through outcome based quarterly reviews. Feedback is sought from individuals and relevant persons, formally and informally to obtain their views on our caring approach and address any concerns. Questionnaire & RI feedback from individuals includes

"treated with dignity & respect
I am happy & feel involved
I am treated as an individual
always attentive to our needs
CSWs go above and beyond"

People tell us they feel listened to and can contribute to decisions which affect their day lives.

Methods of supervision include medication competency based & spot check observations to CSWs practices in individual's homes, so that staff can be given feedback on the quality of their engagement and support given with dignity and respect. The service promotes engagement, participation and involvement of staff through forums, direct access to CEO, Chairman of Trustees and are actively encouraged to contribute to direction and decision making. The aim is to give all staff the chance to have their say on how things are done in a more inclusive, collective and person-centred way. They meet regularly as management, QA, care support workers' meetings and there are mechanisms in place to detect variation from agreed standards/quality in relation to the delivery of safe, effective care and improved outcomes. The newly developed Performance Management and Quality Assurance is the core to integrated discussions and decisions and is also a major factor for individuals, teams and services to work together and enable co-operative learning.

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.

People are supported to maintain their health and well-being; people are very complimentary including staff are

“lovely
friendly
wonderful
tremendous
personable & thorough
listen
go above & beyond
lovely helpful people
I couldn't do without them”
and the service being

“fantastic
very accommodating
they listen and help in any possible way they can
provides excellent support
knowing my wife is safe at home”

From unpaid carers
“I am very grateful for the service provided as I take advantage of the personal freedom it allows me, thank you for all your support to us unpaid carers”.

Staff feedback is positive with staff feeling valued and supported in their roles
“lovely company to work for
brilliant and management are most definitely supporting and approachable”

People's well-being is enhanced by receiving good quality support in a caring and dignified way from skilled and knowledgeable staff. People say the service supports them to maintain their independence, have control over their day to day lives and helps maintain important family relationships. Thus enabling the carer, the opportunity to have a break from their caring role.

Everyone receives an individual care plan based on a comprehensive assessment of their needs and requests for a service, including assessments of risks. The team ensure that they have all the information required regarding the individual's preferences as far as practically possible. This includes preferred times for visits and the extent to which an individual might depend on the timing of the visit, in order, for example, to be assisted with prescribed medication.

The views of individuals and their representatives shape the quality of services provided by the team. In response to individual's needs, the team engage and listen carefully to what is being communicated, including any frustrations or anxieties, concerns and complaints. There is a complaints procedure which individuals and relatives can access if they wish, this information is kept in the Home File. The team strive to put quality and innovation central to the service provided.

CSWs are offered support to deal with their own feelings when working in distressing situations through quarterly supervisions or regular welfare checks. Management work as a close-knit team, which helps to develop the open and transparent service ethos and remain open to ideas for ways to improve delivery and quality of service.

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

People are protected from harm and neglect through measures promoting safe working practices. Feedback includes “on time, never late, enabling my mother to live at home and maintain as much independence as possible” “I am safe and happy when my parents go out”.

The service is proactive in identifying potential risks to people and staff and how to manage these. Care support workers are safeguarding trained in and are aware of their responsibility to report any concerns for a person’s well-being appropriately. Staff say they feel confident raising any issues with management. People’s personal data is stored electronically on password encrypted devices to prevent data loss and meet requirements of GDPR.

There are procedures in place to ensure staff are recruited and vetted appropriately with pre-employment checks in place and systems ensure safe recruiting. Staff files and training records show receipt of training to ensure people’s safety. CSWs keep people safe by following clear policies and procedures and taking appropriate action when needed.

All CSWs try to be punctual and there are procedures in place to keep individuals informed if there are any unavoidable delays. The team strive to be responsive to requests for CSWs to enter and leave homes in ways that are suitable to them, but also keep the individual safe and secure.

The newly formed Quality Assurance Team explore digital technologies including digital learning methods which can support development and continuous improvement. The team has developed a Governance Calendar to include policies reviews, learning and development workshops from adverse events, incidences and near misses. Systems provide an audit trail of document management systems. The new Head of Service fronts an operational team reporting to RI, strategic management and Board.

A robust QA system developed in which to meet registration and commissioning standards at to affect continuous improvement of the service. The Governance Calendar schedules a rolling programme of audits undertaken by Head, RCM, DRCMs & QA Team. The system monitors & reviews different aspects of the service eg personal outcomes, reviews, RI visits, complaints register, health and safety register and safeguarding. Thematic audits has greatly assisted the team, organisation and Board to gain a clearer understanding of reasons for any issues or recurring issues and to enhance development of safer and effective working practices.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)

7

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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
Manual Handling	0
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.	Infection Prevention and Control First Aid at Work Personal Care Risk Assessment Fire Safety Communication Confidentiality Mental Capacity Act Record Keeping Epilepsy Assessing Need Care Planning Supervision and Appraisal Medication Management
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

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	2
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety x 1 Communication x 2 Confidentiality x 1 Assessing Need x 2 Care Planning x 2 Supervision and Appraisal x 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)	1
No. of part-time staff (17-34 hours per week)	1
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

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	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	2
Equality, Diversity & Human Rights	2
Manual Handling	0
Safeguarding	1
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Infection, Prevention and Control x 2
 Medication Management x 2
 Personal Care x 2
 Risk Assessment X 2
 Fire Safety x 2
 Communication x 2
 Confidentiality x 2
 Dignity and respect x 1
 Mental capacity x 2
 Record keeping x 2
 Autism and learning Disabilities x 2
 Epilepsy x 2
 Assessing Need x 2
 Care Planning x 2
 Supervision and Appraisal x 2

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 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?	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	0
Equality, Diversity & Human Rights	1
Manual Handling	0
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.	Infection, Prevention and Control Safeguarding Children Medication Management Risk Assessment Communication Confidentiality Dignity and respect Mental Capacity At Record Keeping Autism and Learning Disabilities Epilepsy
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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
<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	24
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	3
Health & Safety	18
Equality, Diversity & Human Rights	20
Manual Handling	12
Safeguarding	21
Dementia	20
Positive Behaviour Management	21
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and Control x 17 Medication Management x 21 First Aid at Work x 7 Personal Care x 20 Risk Assessment x 20 Fire Safety x 22 Communication x 16 Confidentiality x 20 Dignity and Respect x 3 Mental capacity Act x 16 Record Keeping x 16 Autism ad Learning Disabilities x 4 Epilepsy x 12 Dysphagia x 1
<p>Contractual Arrangements</p>	
No. of permanent staff	24
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	5
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	16
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	QA Manager x 1 Training Officer x 1 QA and Care Admin x 2
Filled and vacant posts	
No. of staff in post	4
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	2
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	Infection prevention and Control x 1 Medication Management x 1 First Aid at Work x 3 Personal care x 1 Communication x 1 Dignity and respect x 1 Record Keeping x 1 Train the Trainer x 1
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)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

