

# 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 Penylan Residential Hotel	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	Pedro Guerrero is a partner Ana Maria Guerrero is a partner	
The regulated services delivered by this provider were:	The Penylan Residential Hotel	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	20/09/2018
	Responsible Individual(s)	Ana Guerrero
	Manager(s)	Stacey Matthews
	Maximum number of places	15
	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	During the 3-monthly RI visits, training needs are always reviewed and checked with the manager to identify gaps in training needs for all staff. Catheter Care, End of Life, Prevention of Urinary Tract Infection, Positive Behavioural Management, Pressure Area Care, Activities Coordinators Training were additional training identified on top of the mandatory ones. Staff were given protected time for training and to become champion of that specific care area from Redcraig & Cardiff Learning Pool.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Due to historic unsuccessful local recruitment and retention of staff, the home has invested in overseas recruitment process. This overseas recruitment serves as pilot programme and is now proving to have resolved the challenges with recruitment and retention of staff and is considered successful and stabilising for staff and the safe continuity of service delivery. The home fully extended the recruitment and retention grants to all staff and gave pay rise above government's recommendation.

## Service Profile

### Service Details

Name of Service	The Penylan Residential Hotel
Telephone Number	02920496444
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	Limited basic Cantonese while two members of staff have this level of proficiency for two Cantonese speaking resident. Limited basic Welsh whilst manager is present at the service, the manager is in active pursuit to further her proficiency in Welsh and is working towards 'actively offering Welsh language' by bilingual signage and translation of menu. However, the home does not currently have any resident that speaks or understand Welsh language.
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	685.00
The maximum weekly fee payable during the last financial year?	881.51

##### 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>We carry out yearly quality assurance review by circulating questionnaires to residents, residents' relatives and/or representatives, residents' friends, contractors, health professionals including GP, district nurses, pharmacist, consultants, visiting advocates, staff and other visitors to the home.</p> <p>We also have a social media platform wherein staff and residents who have consented to have their videos and/or pictures taken are involved in showcasing activities of the home, themed celebrations, birthday celebrations and even celebration of life service, and many more.</p> <p>We correspond to all of our residents relatives using emails, letters, telephone, WhatsApp and/or face to face discussions, whichever that they prefer in order for them to be informed and/or have a venue for open communication.</p> <p>We invite families to residents' and families' meetings and celebrations such as Christmas Carole, Christmas Meal, Home's Christmas and Celebration and Summer Fete' and Birthdays.</p>

##### Service Environment

How many bedrooms at the service are single rooms?	15
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	2
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	Residents have access to a secure back garden which is paved. There are benches to sit and a canopy for shade in the summer. It is accessible via the kitchen and a purpose-built ramp.  There is an unsecure area to the front of the property that residents can access with staff and/or family supervision. This is also paved and has benches for seating.
Provide details of any other facilities to which the residents have access	Main lounge which used as activity and TV room. Quiet lounge for those who do not wish to partake in activities or do not want to watch television. Dining room is also used as visiting if residents and/or families do not wish to spend their visiting in their own private rooms. There is currently an ongoing development of visiting areas for residents and their visitors in some floor areas.

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)	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.

All residents have a care plan in place before arriving at the home. This is formulated from speaking with the individual, their social worker, health professionals and their family/friends. Once the care plan is completed residents with capacity are asked to sign to agree with what was written is accurate. For those without capacity, the NOK are asked to read, sign and agree. Residents are included in decisions that affect their living areas, from new flooring, new decoration or new furniture. Residents are given choices from a handful of selections and are given enough time to choose from them. Residents are supported in seeking medical help from professionals such as GP, dentist, etc and referrals are made to appropriate other health professionals whenever needed. Resident's family are kept informed and updated of outcome/s. Open communication is maintained with resident's family/friends to ensure that everyone is kept informed of any health or personal concerns to give them the opportunity to support the resident in making decisions. Residents have access to regular chiropody, optician and dental appointments so they can request them whenever required. Staff support the residents to attend these appointments when family/friends cannot do so. Residents are encouraged to maintain their relationships with family and friends and to attend social outings should they wish, however their right to refuse a visit from residents or friends is also respected. Residents and their families are given the choice to have an informed consent to have their pictures or videos taken and used to update the home's social media page for family and friends to see. They have the right to withdraw from the consent given at any time. Residents are encouraged to participate in a variety of activities. Residents are given choices in daily activities and are supported and listened to whatever their decision is. Resident's who do not have an expressed 'Do Not Attempt Resuscitation' (DNAR) decision at the time of admission to the home are being supported by staff, their GP and their family to decide whether they would like one in place. An official DNAR form is completed only after discussions with the resident. Residents that are new to the care home are supported to share their preferences, wishes, likes and dislikes in the delivery of their care and to integrate all of these into their care plan to ensure all staff are made aware to meet their needs and choices.

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.

Residents continue to have access to a GP whenever they or staff feel there is a need for it. Monthly face to face reviews have now stopped after the pandemic, however an open GP access is available as soon as a resident is requiring health check. The residents now benefit from a paramedic service that is booked by the GP if the need for an assessment is required. Face to face medication reviews by the GP and Care Home Liaison Team (CHLT) are taking place as required or when there is a need for it. Care home's chemist is involved in ensuring that every resident's Medication Administration Record Sheets (MARS) are correct and up to date. Weekly in-house medication review for accuracy and completeness is regularly carried out by a delegated member of staff and is reviewed by the manager. A monthly review of medication receipt is also completed and any issue arising from it is being reported to the manager. Recently, discussion was held with the manager and the home's pharmacist to ensure that all MARS reflect only what is required by residents to prevent medication errors.

Age connect continues to provide an advocacy service within the home. An advocate visits monthly to speak to the residents about how they are, their overall wellbeing and if they have any concerns. These are then passed on to staff to act upon.

Some of the residents continue to have an independent professional advocate provided by DoLS team. This is to ensure that their overall wellbeing is assessed, reviewed and given the correct and timely action if needed.

Changes in resident's health and wellbeing are documented and reported to the appropriate professionals. Referrals to appropriate health professionals are facilitated by the manager as soon as there is need for it and any urgent referrals are also being made for those that require urgent medical attention.

Residents are supported to attend outpatient and follow up appointments by staff whenever the families, relatives or representative are not able to do so.

Results of appointments/tests are followed up by staff and actioned in a timely manner.

Residents have access to regular chiropody, optician and dental appointments so they can request for them whenever they need them. Staff support the residents to attend these appointments when family/friends cannot do so.

Daily activities provided to residents are aimed towards physical, mental and psychosocial wellbeing positive outcomes. Staff are trained to deliver these.

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

Residents requiring deprivation of liberty have timely referrals made to the DoLS team and an assessment is carried out by them. Regulators are being informed of such referrals. Timely re-authorisation referrals are also carried out with an improved documentation evidence.

Staff are trained in safeguarding adults from any form of abuse and other relevant trainings to ensure they are upskilled, well-informed and have the right behaviours/attitude in carrying their job role.

Care plans and risk assessments are reviewed and updated monthly or whenever it is required. General risk assessments are recently renewed and created a more comprehensive yearly review. Individual home's risk assessments are documented timely and accurately.

Residents will soon benefit from individualised oral care plan in place as staff have been scheduled to be trained and given the time and opportunity as champions in oral care.

Majority of staff are now up to date with trainings that were delayed due to the Covid-19 pandemic, as well as their completion of new and relevant trainings such as end of life care, Urinary Tract Infection (UTI) prevention, catheter care and positive approach to behavioural management.

Residents are being treated equally and without discrimination. They can choose what they want to do during the day. These choices are being respected by the staff without being questioned as long as their health, wellbeing and safety are not compromised.

Policies and Procedures are being reviewed regularly and when needed. This serves as a guidance for the staff to do their job correctly, effectively and efficiently. Staff have the access to a pocket guide (staff handbook) for quick reference.

Staff continue to maintain good relationships with residents and their families. They continue to build relationships with new residents and their families. This encourages trust and aids in building rapport.

Communication between staff and residents is effective. This allows staff to continue to advocate on behalf of the residents, especially those people with dementia.

Residents' finances are audited monthly and three monthly by the manager and RI respectively and witnessed by a second member of staff to ensure accuracy and mitigate the risk of financial abuse.

Nutritional intake is monitored to ensure that residents receive a balanced and healthy diet. Referrals continue to be made whenever needed.

All staff have up to date DBS, background checks and two references.

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

Staff continue to test using LFD before they come to work. This is to ensure that residents are continuously protected from the virus.

Visitors to the home continue to be tested using LFD tests before their visit for residents and staff to have the confidence of the safety of the residents prior to visitors entering the premises. Resident's needs are assessed as required to ensure that we can continue to meet their needs and guidance is gained when required whenever there are issues raised of their suitability with in the environment of the home.

The refurbishment of the home have continuously been implemented and there are major areas that have been prioritised such as full redecoration of the home, bedroom doors personalised painting, lift outside environment renewed etc., to become more dementia-friendly. Multiple bedrooms have now been redecorated to becoming more personalised and dementia friendly.

A passenger lift has now been installed and is accessible and used by all residents with support from staff if they need it. The stairlifts are kept as a back up if the main ever goes out of order and if there are any residents that has aversion or phobia to using the passenger lift.

The front lounge has been completely redecorated, including new chairs and cushions and electric blinds. The residents were included in these decisions. There is now a planned renewal of all the ground floor carpet to suit the residents' needs and the residents themselves have chosen the floor colour, material and design. The home strives continuously to ensure that the environment is suitable, safe and meets the needs of every resident as evidenced by the ongoing redevelopments, redecorations, and risk assessments, despite the limitations of its layout and space.

Risk assessments are carried out such as fire risk assessment, legionella risk assessment and general risk assessments and are reviewed regularly (monthly is desired) and actioned, and outcomes are documented.

There is a strong drive from the providers and the manager to ensure all regulations, standards, and health and safety measures are adhered to.

The care home only caters for 15 residents hence there is vast evidence that residents' needs are constantly being assessed by all staff and not just the manager.

The Home is clearly taking a prompt and active implementation of dementia friendly environment by investing in several projects that have made huge difference in residents with dementia.

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
Infection, prevention & control	0
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.	Diet and Nutrition Fire Awareness & Safety Basic First Aid Catheter Care End of Life Care Wellbeing - includes oral, hair, feet and skin care UTI Prevention IOSHH Health and Safety Qualification Pressure Area Care Person Centred Care Planning Risk Assessment Train the Trainer - oral hygiene booked to be completed
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet and Nutrition Fire Awareness & Safety Basic First Aid Coping with Aggression Catheter Care End of Life Care Wellbeing - includes oral, hair, feet and skin care UTI Prevention Infection Control Risk Assessment DoLS/MCA
<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)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	2
Equality, Diversity & Human Rights	5
Infection, prevention & control	2
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet and Nutrition Fire Awareness & Safety Basic First Aid Coping with Aggression Catheter Care End of life Care Wellbeing - includes oral, hair, feet and skin care UTI Prevention Pressure Area Care Infection Control Risk Assessment DoLS/MCA
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	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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Day shift: 8am to 3:30pm 2 staff 8am to 1pm 1 staff 3:30 to 8pm 2 staff</p> <p>Nights: 8pm to 8am 1 night staff</p>
<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	1
<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	7
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	7
Infection, prevention & control	3
Manual Handling	7
Safeguarding	7
Medicine management	5
Dementia	7
Positive Behaviour Management	5
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet and Nutrition Fire Awareness & Safety Basic First Aid Coping with Aggression Catheter Care End of Life Care Wellbeing - includes oral, hair, feet and skin care UTI Prevention Risk Assessment DoLS/MCA
<b>Contractual Arrangements</b>	
No. of permanent staff	6
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<b>Typical shift patterns in operation for employed staff</b>	
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 8am to 3:30pm 2 staff 8am to 1pm 1 staff 3:30 to 8pm 2 staff
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	2
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	2
Infection, prevention & control	1
Manual Handling	2
Safeguarding	2
Medicine management	2

Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diet and Nutrition Fire Awareness and Safety Basic First Aid Coping with Aggression Wellbeing Risk Assessment DoLS/MCA Hydration and Nutrition
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
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.	Night Support Staff 8am to 7am  To support night staff should there be a need for a n extra member of staff during the night
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	1
Manual Handling	3
Safeguarding	3
Medicine management	0

Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	UTI Prevention Catheter Care End of Life Care Basic First Aid Wellbeing - includes oral, hair, feet and skin care Fire Awareness & Safety
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
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	2
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0