

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:	Tyn Y Coed Care Limited	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Tyn Y Coed Residential Home	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/12/2018
	Responsible Individual(s)	Debbie Hanney
	Manager(s)	Kirsty Hannon
	Maximum number of places	9
	Service Conditions	There are no conditions associated to this service
	Tyn Y Coed DCA	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/12/2018
	Responsible Individual(s)	Debbie Hanney
	Manager(s)	Kirsty Hannon
	Partnership Area	West Wales
	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	All staff have the knowledge, skills and experience necessary to perform their job to a high standard and to meet the needs of the individual. Individuals living at Tyn Y Coed are supported to produce a personal plan that identifies how they wish to live their life and how their support is provided. Training requirements to support the individual achieve their goals are identified when their personal plan is created or updated (every three months) and a staff training plan is put in place.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recruit and retain skilled people using safe processes that enable the company to achieve and deliver its aims and objectives, using values-based recruitment methods that are fair and compliant with legal requirements. The process is consistent and there are steps in place to check that candidates have the required skills, that employment checks are completed and that on-boarding is thorough and purposeful. Focus is on health and wellbeing, so staff feel valued, empowered and invested in.

Service Profile

Service Details

Name of Service	Tyn Y Coed DCA
Telephone Number	01646602514
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.10
The maximum hourly rate payable during the last financial year?	19.10

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	We always ask questions to find out what the individuals needs are and what is important to them. We aim to ensure that the individual's voice is heard and that they have choice about their care and support and that opportunities are made available to them. Their personal plan is written with them so that we focus on their personal values and so they can express their wants, needs and desires. We carry out regular reviews to determine the extent to which they are happy and feel supported, we support them to maintain their ongoing health, development and overall wellbeing. We also ensure that they feel safe and protected from abuse and neglect and that they live in accommodation that best supports their wellbeing and achievement of their personal outcomes. We ensure that our staff are skilled and experienced.

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

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.

Tyn Y Coed promote an approach to care and support which is person-centred, focusing on the individual. When an individual moves into Tyn Y Coed; and on an ongoing basis, a system of assessment, planning and evaluating care and support is established in partnership with the individual to ensure that they retain their own identity and have control over the care and support provided to them. This is written into their Personal Plan which provides the guidance for staff to support the individual in a way that reflects their wishes and needs. It is essential to identify what is important to the individual by asking appropriate questions and having conversations to find out what makes them smile, what does independence look like to them and to produce a plan that looks through their eyes. The Personal Plan process is continuous and is reviewed at least every 3 months. When changes are made the staff team are assessed, to ensure that they are appropriately trained and are competent to meet the individual's needs.

To demonstrate how care and support provided to the individual makes a difference to their lives Tyn Y Coed have processes and practices in place, supporting a culture of continuous improvement. This is maintained by regular audit and review of standards of performance across the service, followed by open discussions, with action planning to ensure that high levels of quality and safety are met. Tyn Y Coed believes that it's values and behaviours are the foundations for a quality service.

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.

When the individual engages in discussions with Tyn Y Coed an assessment is carried out which focuses on their entire well-being, this includes their physical, emotional, spiritual, mental, social and environmental needs. The relationship that Tyn Y Coed and the individual create forms the basis of their partnership. The individual is empowered to have control over their own lifestyle choices which contributes to their overall health and wellbeing. In order to nurture that culture Tyn Y Coed focus on a number of factors, these include:-

- Having a strength based management style that promotes open communication and encourages everyone to voice their opinions and suggestions.
- Ensuring that the number of staff and their skill level are sufficient to deliver quality services and that staff are aware of the standards of performance required of them.
- Adopting Policies and day-to-day practices to ensure that quality is maintained.
- Ensuring that Personal Plans are regularly reviewed so that they fully reflect the wishes of the individual.
- Making sure that everyone understands what the service is supposed to do and that they understand their role in delivering the service.
- Having suitable arrangements in place to establish and maintain systems of monitoring, reviewing and improving the quality of care and support provided. It also includes analysing aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints and reviewing any actions taken.

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

Tyn Y Coed is fully committed to providing the highest possible quality of care and support and have suitable arrangements in place to ensure that systems and processes are continually reviewed to ensure that the quality and safety of services are maintained to a high standard and are not compromised. Services are provided in a way which ensures that individuals are safe and protected from abuse, neglect and improper treatment but also respects and promotes the individual's right to make their own decisions about taking positive risks in their lives whilst protecting them from avoidable harm. The aim is to support and empower everyone to make choices, to have control over how they want to live their own lives and to prevent abuse and neglect. The importance of safeguarding is reflected within Tyn Y Coed's governance structure and all staff are aware of their responsibilities for raising concerns. Staff have a responsibility to contribute to preventing abuse and neglect by reporting potential risk and by being vigilant to the signs of abuse. Tyn Y Coed support individuals by providing easy-to-understand information on what abuse is and signs to look out for, this includes individual's rights and how to get help and support if they need it. Individuals with decision-making capacity have the freedom to decide how best to manage the risks to which they are exposed, and Tyn Y Coed support them to protect themselves. Staff ensure that they know each individual's approach to risk and how that individual balances the right to live as they choose against protection from avoidable harm. Positive risk taking is always encouraged and supported and the positive benefits gained from taking risks against the negative effects of attempting to avoid risk altogether are understood and appreciated. It is Tyn Y Coed's belief that it is impossible to remove all risk from life and it is not advisable to try to do so, it is important to find ways to lessen the effects on the individual and to balance protection from harm with as much freedom of choice and action as possible.

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)	12.50
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

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

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	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SCIE - Strengths-based Leadership programme Appraisal Autism Buccal Midazolam Catheter Care Complaints Handling Dementia Awareness Dignity in Care Epilepsy Awareness Fire Safety First Aid Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Supervision

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism training Behaviours that Challenge Buccal Midazolam Dignity in Care Epilepsy Awareness Fire Safety First Aid GDPR Stage One Hand Hygiene Infection Control Mental Capacity Act and DOLLS Person Centred Care Recording Information Risk Assessment Supervision Medication Training
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism GDPR Stage One Hand Hygiene Behaviours that Challenge Buccal Midazolam Catheter Care Dignity in Care Epilepsy Awareness Fire Safety First Aid Infection Control Mental Capacity Act and DOLLS Person Centred Care Recording Information Supervision
<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	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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Autism Behaviours that Challenge Buccal Midazolam Dignity in Care Epilepsy Awareness GDPR Stage one Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Supervision Medication</p>
<p>Contractual Arrangements</p>	
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
<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)	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	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	9
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Behaviours that Challenge Buccal Midazolam Dignity in Care Epilepsy Awareness GDPR Stage one Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Medication
<p>Contractual Arrangements</p>	
No. of permanent staff	8
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)	5
No. of part-time staff (17-34 hours per week)	3
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	7
No. of staff working towards the required/recommended qualification	2

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

Name of Service	Tyn Y Coed Residential Home
Telephone Number	01646602514
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

8

Fees Charged

The minimum weekly fee payable during the last financial year?	1805.64
The maximum weekly fee payable during the last financial year?	1805.64

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	The Statement of Purpose demonstrates to the individual what they can expect from the service and how it will be delivered. It will define the quality of the service and how the quality will be checked and audited. The Statement of Compliance will show them how Tyn Y Coed achieve the standard of quality and how this can make a difference to their life in conjunction with their personal plan which is produced with them to document and demonstrate how they wish to receive and engage with their care and support. This is regularly reviewed and audited and changes identified are added. Feedback is also encouraged from the individual, the staff and all other people involved in the care and support, this is obtained through regular discussion, observation and from questionnaires.

Service Environment

How many bedrooms at the service are single rooms?	9
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9

How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are a number of communal out door spaces that individuals can access this includes areas for social interaction, engagement in activities or private spaces to have solitude. The grounds at Tyn Y Coed are approximately 2 acres, this is made up of landscaped gardens, two poly tunnels and raised beds for growing vegetables, fruit and flowers, patio areas for socialising areas for activities. There is a large summer house with a patio area for BBQ's.
Provide details of any other facilities to which the residents have access	There are other indoor spaces available to play darts and table tennis.

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)	Yes
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Tyn Y Coed promote an approach to care and support which is person-centred, focusing on the individual. When an individual moves into Tyn Y Coed; and on an ongoing basis, a system of assessment, planning and evaluating care and support is established in partnership with the individual to ensure that they retain their own identity and have control over the care and support provided to them. This is written into their Personal Plan which provides the guidance for staff to support the individual in a way that reflects their wishes and needs. It is essential to identify what is important to the individual by asking appropriate questions and having conversations to find out what makes them smile, what does independence look like to them and to produce a plan that looks through their eyes. The Personal Plan process is continuous and is reviewed at least every 3 months. When changes are made the staff team are assessed, to ensure that they are appropriately trained and are competent to meet the individual's needs.</p> <p>To demonstrate how care and support provided to the individual makes a difference to their lives Tyn Y Coed have processes and practices in place, supporting a culture of continuous improvement. This is maintained by regular audit and review of standards of performance across the service, followed by open discussions, with action planning to ensure that high levels of quality and safety are met. Tyn Y Coed believes that its values and behaviours are the foundations for a quality service.</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>When the individual engages in discussions with Tyn Y Coed a n assessment is carried out which focuses on their entire well-being, this includes their physical, emotional, spiritual, mental, social and environmental needs. The relationship that Tyn Y Coed and the individual create forms the basis of their partnership . The individual is empowered to have control over their own lifestyle choices which contributes to their overall health and wellbeing. In order to nurture that culture Tyn Y Coed focus on a number of factors, these include:-</p> <ul style="list-style-type: none"> • Having a strength based management style that promotes open communication and encourages everyone to voice their opinions and suggestions. • Ensuring that the number of staff and their skill level are sufficient to deliver quality services and that staff are aware of the standards of performance required of them. • Adopting Policies and day-to-day practices to ensure that quality is maintained. • Ensuring that Personal Plans are regularly reviewed so that they fully reflect the wishes of the individual. • Making sure that everyone understands what the service is supposed to do and that they understand their role in delivering the service. • Having suitable arrangements in place to establish and maintain systems of monitoring, reviewing and improving the quality of care and support provided. It also includes analysing aggregated data on incidents, notifiable incidents, safeguarding matters, whistleblowing, concerns and complaints and reviewing any actions taken.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Tyn Y Coed is fully committed to providing the highest possible quality of care and support and have suitable arrangements in place to ensure that systems and processes are continually reviewed to ensure that the quality and safety of services are maintained to a high standard and are not compromised. Services are provided in a way which ensures that individuals are safe and protected from abuse, neglect and improper treatment but also respects and promotes the individual's right to make their own decisions about taking positive risks in their lives whilst protecting them from avoidable harm. The aim is to support and empower everyone to make choices, to have control over how they want to live their own lives and to prevent abuse and neglect.</p> <p>The importance of safeguarding is reflected within Tyn Y Coed's governance structure and all staff are aware of their responsibilities for raising concerns. Staff have a responsibility to contribute to preventing abuse and neglect by reporting potential risk and by being vigilant to the signs of abuse. Tyn Y Coed support individuals by providing easy-to-understand information on what abuse is and signs to look out for, this includes individual's rights and how to get help and support if they need it. Individuals with decision-making capacity have the freedom to decide how best to manage the risks to which they are exposed, and Tyn Y Coed support them to protect themselves. Staff ensure that they know each individual's approach to risk and how that individual balances the right to live as they choose against protection from avoidable harm. Positive risk taking is always encouraged and supported and the positive benefits gained from taking risks against the negative effects of attempting to avoid risk altogether are understood and appreciated.</p> <p>It is Tyn Y Coed's belief that it is impossible to remove all risk from life and it is not advisable to try to do so, it is important to find ways to lessen the effects on the individual and to balance protection from harm with as much freedom of choice and action as possible.</p>

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

Tyn Y Coed provide a homely environment that promotes active, enabled lives for individuals and is fit for purpose, it is an environment that is well maintained and decorated, promotes equality and ensures facilities are accessible to all. The individual's personal room is maintained to allow for the provision of support and care required by that person and is compliant with equality, diversity and disability legislation. Tyn Y Coed also ensure that the physical environment is compliant with all other relevant legislation and regulations, and it is the aim to provide a consistently high quality environment for individuals receiving care and support. This is to provide choice and support for individuals to maintain their privacy and dignity and independence.

The care setting promotes and provides an environment that is calm, enabling and promotes active living and independence as far as possible. The facilities available all include single occupancy bedrooms with en-suite facilities and standard items of furniture and soft furnishings. Individuals are encouraged and supported to personalise their rooms and all rooms are fitted with doors or locks, unless a risk assessment suggests that this is inappropriate. Individuals and staff are fully involved in decision making around their rooms and communal areas. The communal spaces provide a variety of rooms to allow for varied activities and for individuals to meet visitors in private, there is adequate dining capacity, and the outdoor spaces are designed to meet the needs of the individuals including being accessible to wheelchairs. All equipment is clean and well maintained and all services and facilities are regularly serviced. There are clear standards in place with regard to what the individual can expect in their personal room and in the communal areas and this is regularly reviewed to ensure this standard is maintained.

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)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	SCIE - Strengths-based Leadership programme Appraisal Autism Buccal Midazolam Catheter Care Complaints Handling Dementia Awareness Dignity in Care Epilepsy Awareness Fire Safety First Aid Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Supervision

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)	0
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	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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

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

Autism training
 Behaviours that Challenge
 Buccal Midazolam
 Dignity in Care
 Epilepsy Awareness
 Fire Safety
 First Aid
 GDPR Stage One
 Hand Hygiene
 Infection Control
 Mental Capacity Act and DOLLS
 Person Centred Care
 Recording Information
 Risk Assessment
 Supervision
 Medication Training

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
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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	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	1
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Autism Behaviours that Challenge Buccal Midazolam Dignity in Care Epilepsy Awareness GDPR Stage one Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Supervision Medication</p>
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Senior Support Staff work 35 hours per week on a rolling rota. There are two day shifts per day, 8am until 3pm and 3pm until 10pm, and there is at least one senior on each shift.
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 social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	12
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	12
Health & Safety	38
Equality, Diversity & Human Rights	38
Infection, prevention & control	38
Manual Handling	38
Safeguarding	38
Medicine management	38
Dementia	38
Positive Behaviour Management	38
Food Hygiene	38

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Behaviours that Challenge Buccal Midazolam Dignity in Care Epilepsy Awareness GDPR Stage one Hand Hygiene Mental Capacity Act and DOLLS Person Centred Care Recording Information Medication		
<table border="1"> <tr> <td colspan="2">Contractual Arrangements</td> </tr> </table>		Contractual Arrangements	
Contractual Arrangements			
No. of permanent staff	12		
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		
<table border="1"> <tr> <td colspan="2">Outline below the number of permanent and fixed term contact staff by hours worked per week.</td> </tr> </table>		Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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)	8		
No. of part-time staff (17-34 hours per week)	2		
No. of part-time staff (16 hours or under per week)	2		
<table border="1"> <tr> <td colspan="2">Typical shift patterns in operation for employed staff</td> </tr> </table>		Typical shift patterns in operation for employed staff	
Typical shift patterns in operation for employed staff			
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	All full time staff work 35 hours per week on a rolling rota, part time staff work on a fixed shift rota. There is an average of 3 social care workers on each shift along with the senior support worker and deputy manager.		
<table border="1"> <tr> <td colspan="2">Staff Qualifications</td> </tr> </table>		Staff Qualifications	
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	11		
<table border="1"> <tr> <td colspan="2">Domestic staff</td> </tr> </table>		Domestic staff	
Domestic staff			
Does your service structure include roles of this type?	No		
<table border="1"> <tr> <td colspan="2">Catering staff</td> </tr> </table>		Catering staff	
Catering staff			
Does your service structure include roles of this type?	No		
<table border="1"> <tr> <td colspan="2">Other types of staff</td> </tr> </table>		Other types of staff	
Other types of staff			
Does your service structure include any additional role types other than those already listed?	No		