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:	Brecon Care
The provider was registered on:	11/07/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Bridge House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/07/2022
Responsible Individual(s)	Lisa Griffiths
Manager(s)	Sarah Bromley
Maximum number of places	36
Service Conditions	There are no conditions associated to this service

Pen -Y- Bont Care Home

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	11/07/2018
Responsible Individual(s)	Lisa Griffiths
Manager(s)	Debra Price
Maximum number of places	41
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	1.Review the needs of Residents, at least every three months, to ensure that all needs are supported by appropriate training and development. 2. staff are supported to complete their registration with Social Care Wales and their training and development maintained throughout their time with Brecon care 3.Training matrix via cool care allows us to ensure all staff are compliant with core and additional training, made up with online training and face to face,
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	1.To recruit and retain skilled people by the use of safe processes that enable Brecon care to achieve and deliver its aims and values. 2.To ensure staff feel valued, empowered and invested in, to deliver that high-quality service. 3.To ensure Staff are clear of their roles, responsibilities and objectives. 4.promote a culture and healthy working environment that considers the health and well-being of all staff

Service Profile

Service Details

Name of Service	Bridge House

Telephone Number	01495 306837
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	All documentation can be offered in the Welsh language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35

Fees Charged

The minimum weekly fee payable during the last financial year?	719.00
The maximum weekly fee payable during the last financial year?	875.00

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?	We maintained quality assurance by conducting an array of surveys. we utilised Staff surveys, Residents surveys, family surveys and third party surveys in order to gather a wide range of opinions in order to further improve practice. we maintained compliance by conducting staff supervisions and appraisals in order to again gather opinions and ideas for further developing our service to ensure we deliver a quality person centred service.

Service Environment

How many bedrooms at the service are single rooms?	34
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	12
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	We have a Large patio area wrapping around the building with flower beds and seating areas , that is well maintained. Residents are able to access this a space at their leisure when deemed safe to do so via our internal risk assessments.
Provide details of any other facilities to which the residents have access	We have 3 residential rooms that are maintained and cleaned daily to maintain effective infection control. we have two quiet rooms where residents can use when they have visitors to allow for privacy.

Communicating with people who use 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.	The general feedback from residents and their families, across the setting, is that the standard of care delivered, and the lifestyle choices offered are excellent and if there were any issues of concern, they would raise them with care staff and the individual managers. The review of staffing levels, staff training and qualifications presents a picture of a well-resourced, and appropriate competent staff group who can meet the needs of the 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.	We establish relationships with all those involved in a person's care , Understanding the dynamics surrounding them and applying a "holistic" approach will always help us support a person's entire health and well-being. Family, friends, and professional input can have a significant impact on an individual. We take pride in our staff for promoting independence, individuality, privacy, partnership, choice, respect, and dignity. Bridge house processes identify and accurately record all interactions of wellbeing, this includes resident, resident's representatives, and external personnel views and actions, from visiting external departments to daily activities, Bridge house utilises an array of services to include regular contact with health professionals for advice and support e.g., SALT, Dietitian, District Nurse, GP, Consultant, Occupational Health, Tissue Viability, End of Life, etc The audit systems and processes for monitoring the service give assurance that the service provides high-quality care, achieves the best possible outcomes for individuals and improves their wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	Staff are encouraged to record and report any concerns, Weekly ward rounds by the GP provide staff and residents a chance to express any concerns. individuals are encouraged to discuss any concerns, and are reassured that they are carefully investigated. The review of staffing levels, staff training and qualifications presents a picture of a well resourced, and appropriately competent staff group who can meet the needs of the residents living at the home. There is evidence that staff are alert to safeguarding issues and the training matrix shows that all new staff and regular staff have received safeguarding training at all levels as part of their induction and continuing learning and also discussed thorough supervision sessions.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home provides a good standard of accommodation for residents. It is well furnished and maintained to a high standard and residents have access to a range of resources to support their learning and leisure time, with the home maintenance schedule being concluded all residents can benefit even further. Managers can appropriately identify when the home can no longer safely meet the residents needs and appropriately escalate this to senior management.

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) | 50 |

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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation

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	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	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.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

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

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

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS First aid Death, Dying and bereavements Care planning diabetic Record keeping dementia Fire and evacuation

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	1
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)	9
No. of part-time staff (17-34 hours per week)	1
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.	8am to 8pm 2 senior members of staff 8pm to 8am 1 senior member of staff

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

Other 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	26
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Cossh Pressure care BLS First aid Death, Dying and bereavements Record keeping dementia Fire and evacuation

Contractual Arrangements	
No. of permanent staff	21
No. of Fixed term contracted staff	5
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)	21
No. of part-time staff (17-34 hours per week)	5

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.	8am to 8 pm daily 4 staff members 8pm to 8am nightly 3 staff members

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	12

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

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

Filled and vacant posts	

No. of staff in post	5
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	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cossh BLS First aid Record keeping Fire and evacuation

Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	3
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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	2

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

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

Filled and vacant posts	

No. of staff in post	4
No. of posts vacant	1

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

Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cossh BLS Haccap First aid diabetic Record keeping Fire and evacuation

Contractual Arrangements	

No. of permanent staff	2
No. of Fixed term contracted staff	2
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)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward 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.	Maintenance Activity Administrator

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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Cossh Risk assessment BLS Haccap First aid Care planning Record keeping Legionella Fire and evacuation

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	1
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)	1
No. of part-time staff (16 hours or under per week)	0
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	Pen -Y- Bont Care Home

Telephone Number	01495320444
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh language all literature can be provided in Welsh signage throughout the homes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	66

Fees Charged

The minimum weekly fee payable during the last financial year?	719.90
The maximum weekly fee payable during the last financial year?	1097.00

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	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Residents surveys Residents family surveys Staff surveys MDT surveys

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Large out door space comprising of a large patio area, and grassed area with smoking facilities for residents to use if they wish and its deemed safe to do so following internal risk assessments that are carried out monthly. The garden also offers flower beds and potted plants throughout where the residents can participate in gardening activities. We have two outdoor visiting pod's where residents can use when they have visitors and to uphold privacy.
Provide details of any other facilities to which the residents have access	We have two dinning rooms where residents can dine and socialise with other residents and staff to encourage social inclusion and minimise the risk of social isolation. we have a large conservatory. we have 3 residential lounges where residents can watch TV , take part in activities and social. We have dementia sensory equipment such us 'magic table' and therapeutic dementia friendly dols.

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.	At Pen-y-bont, we endeavour to make sure that every resident receives person-centred care in every aspect of daily life. To the best of our abilities, new procedures have been put in place to guarantee that all dietary requirements are considered. Pen-y-bont is working together with the community SALT team from the Aneurin Bevan Health Board to train our staff in feeding techniques. When asked whether 'The staff ensure that I receive the correct food and drink' throughout the entire home in a survey of 2023 residents, 100% of residents either agreed or strongly agreed. Residents provided input on what they would want to see on the menu, and management worked with our kitchen team to create one that was better structured. Residents with diabetes were interested to see cakes and pastries without added sugar since they felt like they were missing out by having options like fruit or low-sugar foods.

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.	From the moment a person contacts us until the end of their care, we at Pen-Y-Bont Care Home make sure they feel as though their voices have been heard. We have the following procedures set up to help with this. The development of the care assessment should achieve a guide of the individual's care needs. The main goals of this are to maximise the person's wellbeing and quality of life, as well as to maintain their health and well-being. We have been able to provide person-centred care from pre-assessment through the course of the resident's care by using the Nourish system, this system allows the staff members to view the pre-assessment and care plans before the resident arrives at Pen-y-bont. Carers can plan, document, report, and coordinate care with a person-centred perspective using Nourish. Staff members have given us positive feedback, saying that nourish gives them a better understanding of the health needs of the residents because they are able to view the risk assessments and care plans on the individual, they are caring for using the Nourish mobile devices. We establish relationships with all those involved in a person's care at Pen-Y-Bont care facility. Understanding the dynamics surrounding them and applying a "holistic" approach will always help us support a person's entire health and well-being. Family, friends, and professional input can have a significant impact on an individual. We take pride in our staff for promoting independence, individuality, privacy, partnership, choice, respect, and dignity. In a staff survey, staff were asked whether they agreed or disagreed with 'I know how to support residents to stay safe, but also to have as much freedom as possible to do the things they want to do.' Positive feedback received, and the survey indicated that 61% of staff agreed and 39% strongly agreed with this statement
The extent to which people feel safe and protected from abuse and neglect.	Before care staff start employment, they must complete a thorough recruitment process that complies with all Care Standards and complete a mix of online and classroom induction training. This ensures that staff are fully trained and knowledgeable on how to recognise abuse and neglect not just from themselves or other care staff but also from other individuals like family or friends. Care staff are comfortable using either the whistle-blowing policy or a safeguarding referral to raise issues. Penybont Staff's main priorities is ensuring that residents are protected from abuse and neglect.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	In summary, the home provides a good standard of accommodation for residents. It is well furnished and maintained to a high standard and residents have access to a range of resources to support their learning and leisure time. Managers can appropriately identify when the home can no longer safety meet the residents needs and appropriately escalate this to senior managers. The continued refurbishment plans has made a huge difference to the home and the residents that uses

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)	51

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.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation Key handler

> 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	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.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation Catheter insertion bloods

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

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

Induction	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation Catheter training Palliative care

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	2
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)	2
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.	Days and nights pattern 8am to 8pm and 8pm to 8am 1 staff working nights daily 3 days a week 2 staff 4 days 1 staff working.

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	8
No. of posts vacant	0

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

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

Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8

Safeguarding	8
Medicine management	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.	Person centred care Supervision and appraisal Cossh Pressure care Risk assessment BLS Haccap First aid Death, Dying and bereavements Care planning diabetic Record keeping Legionella dementia Fire and evacuation Key handler

No. of permanent staff	6
No. of Fixed term contracted staff	2
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)	6
No. of part-time staff (17-34 hours per week)	2
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.	8am to 8pm 2 staff on shift daily

| Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	3

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

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

| Filled and vacant posts

No. of staff in post	25
No. of posts vacant	1

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

Induction	12
Health & Safety	25
Equality, Diversity & Human Rights	25
Infection, prevention & control	25
Manual Handling	25
Safeguarding	25
Medicine management	0
Dementia	25
Positive Behaviour Management	25
Food Hygiene	25
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Cossh Pressure care BLS First aid Death, Dying and bereavements Record keeping dementia Fire and evacuation

> Contractual Arrangements

No. of permanent staff	15
No. of Fixed term contracted staff	10
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)	15
No. of part-time staff (17-34 hours per week)	10
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.	8am to 8pm 5 care staff 8pm to 8am 3 care staff Twilight 8pm to 11pm

> Staff Qualifications

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	3

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

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cossh BLS First aid Record keeping Fire and evacuation

Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	1
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)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0

Catering staff

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cossh BLS Haccap First aid diabetic Record keeping Fire and evacuation

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward 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.	Maintenance Activity

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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred care Risk assessment BLS First aid Care planning Record keeping Legionella dementia Fire and evacuation

> Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	1
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	2
No. of staff working toward required/recommended qualification	0