

# 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:	Bupa Care Homes (ANS) Limited	
The provider was registered on:	11/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Heol Don Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	11/06/2019
	Responsible Individual(s)	
	Manager(s)	
	Maximum number of places	78
	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	We have stringent processes for training and assessing staff competencies for all staff working within the care home. All new staff joining Bupa are required to complete an Induction which covers learning that is relevant to their job role. Subjects cover all elements of Health & Safety, Principles of Care, Diversity & Inclusion, Personal Development, Infection Prevention & Control, Safeguarding, Resident Safety, etc. We use an electronic management system to record training and compliance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a dedicated recruiter that manages advertising and direct sourcing of candidates to meet the needs of the home. Following our recruitment policies, candidates are screened for suitability and experience. DBS and reference checks are carried out and comprehensive training is delivered to successful qualifying candidates. We have a range of initiatives and staff benefits to aid retention which is monitored as part of the organisational KPI's.

## Service Profile

### Service Details

Name of Service	Heol Don Care Home
Telephone Number	02920528060
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?	93
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1100
The maximum weekly fee payable during the last financial year?	2978.88

### Complaints

What was the total number of formal complaints made during the last financial year?	14
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	9
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We use a blended approach to gather feedback. We conducted quarterly Resident and Relative surveys which are aimed at eliciting feedback and gaining input for how our service users would like the service to run. We also seek feedback from new residents and their families within the first few weeks of their stay. The home Manager holds a Quarterly Residents and Relatives meeting which is a forum to discuss all aspects of life in the care home, including activities, menus, dining experience, trips out, etc. There is also a suggestion box in the home where input and ideas are encouraged. The Regional Director visits the home monthly and as part of his visit, speaks to as many residents and relatives as possible to gain feedback around the lived experience in the service. Posters are displayed around the home with contact numbers and information given to all residents and relatives on how they can escalate any concerns or suggest ideas.

### Service Environment

How many bedrooms at the service are single rooms?	78
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	78
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	The residents have access to well maintained gardens to the rear of the building with soft-play surface wheelchair access throughout the garden providing accessibility and opportunities to pursue hobbies such as gardening. These spaces contain areas for sitting or dining with family and friends. We also provide a safe, purpose built outdoor play area for visiting children. Many ground floor rooms have access to the garden through patio doors off their bedrooms. Access to the outdoors has subsequently been widened through the purchase of a mini-bus that can take residents to places of interest.
Provide details of any other facilities to which the residents have access	The home also provides additional bathrooms and shower rooms should residents require specialist bathing equipment. Every floor has a large dining area and lounges for people to relax in. There is also a fully equipped Laundry. All communal areas are risked assessed as are bathrooms etc. The home also has a well-equipped Hair Salon and a bespoke cinema room. The home is developing plans to create a therapies room for visiting therapists.

### 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.

People that live at Heol Don are treated as individuals, a thorough needs assessment is completed prior to admission to ensure we can meet their care needs and a further comprehensive, person centred, care plan is produced within 72hrs of admission. We cater for all denominations of ethnicity, religion, race, and cultures.

Shortly after admission each resident is assigned a "Key worker" and a designated Nurse, if receiving nursing care. This ensures a continued, consistent approach in a person's care delivery and fully supports the staff in providing good communication and engagement.

At Heol Don, staff engage with residents daily on an individual basis to inform activities on offer, encouraging suggestions for further activities and feedback, sharing daily food menu, giving choice and providing an off-menu meal service to ensure all residents have choice, a good dining experience, and listen and react to any queries or requests regarding their stay at Heol Don. In addition, all residents are invited to attend quarterly resident meetings. All residents are invited to share their views, wishes and ideas, which are discussed and documented. The meetings are normally chaired by the Home Manager. The heads of department (Head Chef, Housekeeper etc) will regularly join these meetings, to seek feedback regarding their departments which enables them to support the residents residing in the home. Minutes of the meeting are sent to all residents whether they attend or not. During 2022-2023, due to the pandemic we have also kept relatives and advocates involved via regular newsletters and have cascaded Government Guidelines via regular updates. We have also provided regular Microsoft Teams meetings and Facetime calls with relatives and advocates. Actions from these meetings formulate part of the QIP (quality improvement plan) and are reviewed regularly by the Home Manager and Regional Director.

We display around the home "you said "we did" information, updated monthly, to inform relatives, friends and residents that we have listened to them and have actioned what they wanted/needed.

Every 12 months we survey our residents about life in a care home this will include what we could do better, what people enjoy and changes they would like to see — again these actions are added to the QIP.

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 have transferred all of our paper care plans onto a digital platform to give us greater oversight of care delivery as well as consistent data when recording our resident's health and care needs. This also allows us to monitor trends, risks, quality, compliance and the care interventions and activities delivered. The electronic care planning system allows consistent updating of care plans across the suite of care plans when aspects of care need are altered. This also provides a useful cross-checking mechanism for managers when auditing care plans against resident's care needs. Staff are able to record care interventions, nutrition and hydration intake, activity and engagement in a timely manner at the time and point of delivery and reduces the potential for error in recording. This process allows staff to be able to focus attention on engaging with residents rather than completing onerous amounts of paper documents.

We have implemented the "relatives Gateway" application for our relatives who wish to participate. This allows the relatives to access daily care notes and share the resident's experiences of life in the home. Currently 14 relatives granted access. This creates an environment of openness and transparency. It also encourages relatives to be more actively involved in the resident's care through reviews and collaboration in relation to their loved one.

In order to enhance our hospitality offering, we have become involved with a national initiative that engages our chefs in food forums that collaboratively create menus that address localised choices.

Residents expressed wishes for more external excursions and we recently purchased a minibus and in the last few months, since Covid pandemic has declined we have started to organize trips and will continue to build regular trips in the program of activities, listening closely to our residents on where they would like to visit.

We have purchased a large table top iPad to enable residents to choose their own music, play quizzes and games and explore the internet. We have an ongoing program to support residents to utilize IT to enrich their lives.

Weekly exercise classes have been introduced. We are developing bespoke exercise plans to promote mobility and core strength, reducing the risk of falls. We want to expand our service to include holistic therapies. We are looking in to the possibility of creating a room specifically for exercise and visiting physiotherapists and those rehabilitating.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Bupa we have stringent policies, training and competency assessment support for all staff working within a care home. All new staff joining Bupa are required to complete an Induction which covers learning that is relevant to their job role. Subjects include Welcome to Bupa, Fire Safety Awareness, Health &amp; Safety. Understanding your Role, Principles of Care, Diversity &amp; Inclusion, Personal Development, Communication, COSHH, Infection Prevention &amp; Control, Safeguarding, Privacy &amp; Dignity, Care of a Person with Dementia, Person Centered Care, Behaviour that Challenges, MCA DOLS, Information Handling, Complaints Handling, Medication Awareness Level 1, Food Safety Awareness, Inanimate Object Handling, Fluids and Nutrition (including IDDSI), Pressure Ulcers, People Moving &amp; Handling, Bedside Rails, Basic Food Hygiene, Medication Management Level 2, Understanding and Managing Behaviour that Challenges, Person First Dementia Second and Fire extinguisher training. This is refreshed regularly as part of our own governance. We use an electronic learning management system to record training history and compliance. We work closely with health authorities and encourage openness and transparency. All our staff partake in our Customer First training programme. The homes mandatory training compliance is maintained at over 95% and regular supervisions are held with staff to support their development needs. During 2022/23 we enabled 19 staff to commence a level 2/3 or 4 and 5 qualification in Health and Social Care and encouraged all staff to apply for their Care Council of Wales registration. All staff have an up-to-date DBS and the necessary references to work within Bupa Care Services and Heol Don. The home promotes an open culture and all staff if asked, would be able to say what "abuse" looks like as well as neglect. Safeguarding's or allegations of abuse are completed on Datix, our central reporting system, This system creates an email to the RI notifying me of the alleged incident, which I closely monitor and support the Home Manager to resolve.</p> <p>As part of the Monthly Operational Assurance audit by the Regional Director, any safeguarding incidents are checked to ensure that we are adhering to our policy and those of the local health authority. We can also track any trends or if necessary, investigations into any allegations, and carry out root cause analysis and conduct lessons learnt to implement improvements, promoting a longer, healthier, happier life to all.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home was purpose built 9 years ago, it has light and airy rooms with en-suites in all rooms plus additional bathrooms and shower rooms should residents require specialist bathing equipment. Every floor has a large dining area and lounges for people to relax in. There is also a fully equipped Laundry. All communal areas are risked assessed, as are bathrooms etc. The home also has a well-equipped Hair Salon and a bespoke cinema room. We also provide a safe, purpose built outdoor play area for visiting Grandchildren to enjoy. We have an ongoing refurbishment plan to ensure all areas are decorated and maintained to a high standard. The home has a mini-bus, purchased in December 2022. We arrange local outings and hope to expand our service later this year to support transportation to hospital/medical appointments. This will further enhance facilities for our residents. Residents are given a choice of vacant rooms and are encouraged to bring personal items to personalize their room. Prior and post admission we take time to understand what hobbies and activities the resident enjoys and/or would like to take part in. We engage with all our residents on a regular basis to ensure our programme of events and activities are meeting their needs. Friends are encouraged to visit and private dining can be arranged for family get togethers and occasions such as birthdays or anniversaries. Families are welcome to book a meal at any time and dine with their loved one. The home has a dedicated activities team who work closely with all residents and their families to create an overview of the individual likes and dislikes. This then helps the home to tailor activities for individuals. We offer activities 7 days a week. Our activities team have 90hrs a week available to them to support activities during the day or early evening. We utilize all the social areas of the home, as well as our dedicated activities room, offering a range of activities from music groups to gardening and book clubs, as well as trips out into the community. In warmer weather we also like to plan outdoor events like garden parties and barbecues. The Heol Don Facebook page is updated weekly with images and stories showcasing events e.g. celebrating residents birthdays and special events. The page is greatly supported by friends and family. We conduct regular "First Impressions" audits and record results on RADAR, together with action plans to repair/improve the home and gardens. All monitored by RI.</p>

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) 73

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	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	0
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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	1
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	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
<b>Nursing care staff</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	17
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	4
Health & Safety	17
Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	17
Safeguarding	17
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	13
No. of part-time staff (17-34 hours per week)	2
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.	8am to 8pm 2 staff 8pm to 8am 1 staff
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	3
<p>Registered nurses</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	4
No. of posts vacant	4
<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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
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>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	8 am - 8 pm 2 staff 8 pm - 8 am 2 staff
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	9
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	5
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	8
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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	

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.	8 am - 8 pm 3 staff 8 pm - 8 am 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	9
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	24
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	4
Health & Safety	24
Equality, Diversity & Human Rights	24
Infection, prevention & control	24
Manual Handling	24
Safeguarding	24
Medicine management	0
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	23
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<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>	<p>8 am - 2 pm 6 staff 2 pm - 8 pm 6 staff 8 pm - 8 am 3 staff</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>24</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>3</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>8</p>
<p>No. of posts vacant</p>	<p>0</p>
<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>	
<p>Induction</p>	<p>1</p>
<p>Health &amp; Safety</p>	<p>8</p>
<p>Equality, Diversity &amp; Human Rights</p>	<p>8</p>
<p>Infection, prevention &amp; control</p>	<p>8</p>
<p>Manual Handling</p>	<p>8</p>
<p>Safeguarding</p>	<p>8</p>
<p>Medicine management</p>	<p>0</p>
<p>Dementia</p>	<p>1</p>
<p>Positive Behaviour Management</p>	<p>1</p>
<p>Food Hygiene</p>	<p>1</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>7</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>1</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>5</p>

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	8
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	3
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Receptionists - cover reception, telephones, meet and greet Financial Administrators - financial administration Maintenance Operative - Manage the maintenance and environment upkeep and mandatory compliance checks Maintenance Assistant - supports the Maintenance operative Senior Activities co-ordinator - co-ordinates the resident activities Activities co-ordinator - co-ordinates the delivery of activities
Filled and vacant posts	
No. of staff in post	9
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	5
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	1
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	3
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