

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:	Cariad Care Homes Ltd	
The provider was registered on:	01/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bodawen Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	02/08/2018
	Responsible Individual(s)	Ceri Roberts
	Manager(s)	Mandy Jones
	Maximum number of places	40
	Service Conditions	There are no conditions associated to this service
	Rasgwyn Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/08/2018
	Responsible Individual(s)	Ceri Roberts
	Manager(s)	Jill Jones
	Maximum number of places	38
	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	<p>Cariad Care Homes have an in house Training & Development Manager who is employed to deliver training 3 days per week. All employees attend induction and 3 core training days per annum.</p> <p>Topics covered: Company, Employee Handbook, Policies and Procedures, Health & Safety, Best Practice Criteria, Personal Care, Dementia, Dignity, Patient Centred Care, Manual Handling, Nutrition & Hydration, Dysphagia, Safeguarding, Tissue Viability, Parkinson, Epilepsy.</p> <p>Specialist training would be outsourced.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Our policy is to recruit locally, however since Covid we have had to recruit from overseas. This will allow for succession planning in the future as the overseas Care Practitioners are trained nurses, who in the future will be able to register as a nurse with the NMC. We also have an introduce a friend policy with the successful introduction receive £200.</p> <p>To retain staff we pay all employees a minimum of the real living wage and have also introduced an attendance loyalty scheme</p>

Service Profile

Service Details

Name of Service	Bodawen Nursing Home
Telephone Number	01766513422
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	One Resident who is a Polish national

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	55
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Fees Charged

The minimum weekly fee payable during the last financial year?	800
The maximum weekly fee payable during the last financial year?	1008

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?	Annual Review Wellbeing & Activity Co-ordinator has regular informal meetings E mail circular to families

Service Environment

How many bedrooms at the service are single rooms?	33
How many bedrooms at the service are shared rooms?	3
How many of the bedrooms have en-suite facilities?	36
How many bathrooms have assisted bathing facilities?	36
How many communal lounges at the service?	4
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Bodawen is situated within large gardens and has a patio with views overlooking the Moelwyn Mountains
Provide details of any other facilities to which the residents have access	Bodawen has a wheelchair access vehicle available for Residents and families to use for social outings

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.

<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>Residents have choices on how to spend their day. They can choose when to get up and go to bed and what activities they would like to engage in. Residents' personal plans are centred around their individual needs and reflect their likes and dislikes. Their first language and cultural choices are documented in their personal plans and care is given accordingly. Bedrooms can personalize with personal effects to be more homely, and Residents are able to influence changes to their environment by choosing décor, chairs and colour schemes. There are communal areas for people to sit and be sociable, and quieter areas if they need peace. The R.I carries out reg 73 visit every 3 months & Director of Operations are visible within the home weekly, this is an opportunity to speak with the residents to ensure they have choice about their care and support. Additionally, all residents have regular reviews with the home, social worker, and the Local Health Board. The home has a Wellbeing & Activities co-ordinator who has regular informal meetings with the residents to ensure they can live each day as they wish.</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>People are as active as they are able to be. There is a dedicated Wellbeing & Activities Co-ordinator employed in the home, who is able to identify people's interests and provide appropriate activities, with residents contributing to the monthly activities plan which celebrates national and international days. Residents are able to make suggestions as to how they would like to live each day. There is a broad range of activities to aid socialisation and mental stimulation and some residents are actively involved in activities within the local community, Boccia and attending the World Cup games at the memorial Hall Criccieth. People cared for in their rooms are also visited and offered activities such as painting, crafts, reading and watching films. There is also a mini-bus available for families to take residents out for social events/ outings.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Whilst carrying out the Reg 73 inspection Residents informed me that they felt safe and protected from abuse and neglect. The nursing team are also timely with referrals to the vulnerable adults safeguarding team as appropriate. Residents who are unable to speak for themselves or lacked capacity to make decisions regarding their care are able to access an independent advocate via social services. Residents who are unable to leave the home independently are subject to Deprivation of Liberty Safeguards (DoLS). Monthly Managers meetings are carried out to monitor and review the quality of care markers such as falls rates and tissue viability to ensure people had satisfactory care.</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 is well maintained and has an ongoing maintenance programme, which not only enhances the environment but to make life as comfortable as possible for our residents and employees. All bedrooms have ceiling hoists for ease of transfer and equipment is purchased as required. In the past 12 months a new passenger lift has been installed in the new wing, the exterior of the home has been painted, all corridors have been painted and the ground floor corridor has been upgraded.</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) 2

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
	<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	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	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	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of death, End of Life, Stroke Awareness , Sepsis, Tissue Viability, Communication & Documentation, Delirium, Venapuncture, Falls,	
Contractual Arrangements		
No. of permanent staff	53	
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	6
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)	36
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	21
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	5
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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death, End of Life, Epilepsy, Sepsis, Tissue Viability, Communication 7 Documentation, Delirium, diabetes, Falls, Oral Health.
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability, Communication & Documentation, Delirium, diabetes, Falls, Oral Health. Fire Safety, Dysphagia
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Nursing care 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	30
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	30
Health & Safety	30
Equality, Diversity & Human Rights	30
Infection, prevention & control	30
Manual Handling	30
Safeguarding	30
Medicine management	0
Dementia	30
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability, Communication & Documentation, Delirium, diabetes, Falls, Oral Health. Fire Safety, Dysphagia
Contractual Arrangements	
No. of permanent staff	30
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	2
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)	18
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	2
<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-8pm - 7 Care Practitioners 8am-2pm, 6 Care Practitioners 2pm-8pm 8pm-8am - 4 Care Practitioners each night
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	4
<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	9
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	6
Dementia	9
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death, End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability, Communication & Documentation, Delirium, diabetes, Falls, Oral Health. Fire Safety, Dysphagia
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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	2
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)	7
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2
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-8pm-2 RGN between the hours of 8am-8pm who is supported by a Nurse Support Practitioner 8pm-8am 1 RGN
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Manual Handling, Communication & Documentation, diabetes, Oral Health. Fire Safety, Dysphagia
Contractual Arrangements	

No. of permanent staff	7
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	2
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)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Manual Handling, , Communication & Documentation, , diabetes, , Oral Health. Fire Safety, Dysphagia
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	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.	Maintenance Wellbeing & Activities Co-ordinator Human Resources Financial Controller Administrator
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
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	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Plasgwyn Nursing Home
Telephone Number	01766522559
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	53
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Fees Charged

The minimum weekly fee payable during the last financial year?	800
The maximum weekly fee payable during the last financial year?	1008

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?	Regular e mail circular, Social media, Newsletter, regular reviews with families, Social Worker and Local Health Board

Service Environment

How many bedrooms at the service are single rooms?	36
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	37

How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden area at the rear of the building which is suitable for wheelchair users. There is also a flowered patio area at the front of the home which has access through the main lounge.
Provide details of any other facilities to which the residents have access	The home has a wheelchair with disabled access and resident and their families are able to go on days out to local places of interest and social events within the local community.

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

<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>Residents have choices on how to spend their day. They can choose when to get up and go to bed and what activities they would like to engage in. Residents' personal plans are centred around their individual needs and reflect their likes and dislikes. Their first language and cultural choices are documented in their personal plans and care is given accordingly.</p> <p>Bedrooms can personalize with personal effects to be more homely, and Residents are able to influence changes to their environment by choosing décor, chairs and colour schemes. There are communal areas for people to sit and be sociable, and quieter areas if they need peace.</p> <p>The R.I carries out reg 73 visit every 3 months & Director of Operations are visible within the home weekly, this is an opportunity to speak with the residents to ensure they have choice about their care and support. Additionally, all residents have regular reviews with the home, social worker, and the Local Health Board.</p> <p>The home has a Wellbeing & Activities co-ordinator who has regular informal meetings with the residents to ensure they can live each day as they wish.</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>Residents are as active as they are able to be. There is a dedicated Wellbeing & Activities Co-ordinator employed in the home, who is able to identify people's interests and provide appropriate activities, with residents contributing to the monthly activities plan which celebrates national and international days. Residents can make suggestions as to how they would like to live each day.</p> <p>There is a broad range of activities to aid socialisation and mental stimulation and some residents are actively involved in activities within the local community, Boccia and attending the World Cup games at the memorial Hall Crickieth.</p> <p>Residents cared for in their bedrooms are also visited and offered activities such as painting, crafts, reading and watching films.</p> <p>There is also a mini-bus available for families to take residents out for social events/ outings.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Whilst carrying out the Reg 73 inspection Residents informed me that they felt safe and protected from abuse and neglect. The nursing team are also timely with referrals to the vulnerable adults safeguarding team as appropriate. Residents who are unable to speak for themselves or lacked capacity to make decisions regarding their care are able to access an independent advocate via social services. Residents who are unable to leave the home independently are subject to Deprivation of Liberty Safeguards (DoLS). Monthly Managers meetings are carried out to monitor and review the quality-of-care markers such as falls rates and tissue viability to ensure people had satisfactory care.</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 is well maintained and has an ongoing maintenance programme, which not only enhances the environment but to make life as comfortable as possible for our residents and employees. All bedrooms have ceiling hoists for ease of transfer and equipment is purchased as required. In the past 12 months the car park has been resurfaced, a new more powerful generator has been purchased, all corridors flooring has been replaced with Amtico and we are currently remodeling all the lounges.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>56</p>

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.

<p>Staff Type</p>	<p>Service Manager</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>1</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 & Safety</p>	<p>1</p>
	<p>Equality, Diversity & Human Rights</p>	<p>1</p>

Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death, End of Life, Epilepsy, Syringe Driver, Stroke awareness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Allergens, Dysphagia, Catheter & continence Care, Parkinsons
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	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	2
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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death, End of Life, Epilepsy, Syringe Driver, Stroke awareness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Dysphagia, Catheter & continence Care, Parkinson's
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4

Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life, Epilepsy, Syringe Driver, Stroke awareness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Dysphagia, Catheter & continence Care, Parkinson's
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
Nursing care 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	29
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	29
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	29

Manual Handling	29
Safeguarding	29
Medicine management	0
Dementia	27
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life, Epilepsy, Syringe Driver, Stroke awareness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Dysphagia, Catheter & continence Care, Parkinson's
Contractual Arrangements	
No. of permanent staff	29
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)	14
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	4
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-2pm -on each shift 1 Senior Care Practitioner & 6 Care Practitioner 2pm-8pm -on each shift 1 Senior Care Practitioner & 5 Care Practitioner 8pm-8am -on each shift 4 Care Practitioners
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	3
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	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	5
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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Verification of Death, End of Life, Epilepsy, Syringe Driver, Stroke awareness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Dysphagia, Catheter & continence Care, Parkinson's
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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)	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-8pm - on each shift 2 Registered nurses supported by a Nurse Support Practitioner 8pm-8am - 1 Registered nurse
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling, Allergens, Documentation & Communication, Diabetes, Nutrition & Hydration, Dysphagia,

Contractual Arrangements

No. of permanent staff	7
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)	6
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

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
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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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling, Allergens, Documentation & Communication, Diabetes, Falls, Nutrition & Hydration, Dysphagia,

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

No. of staff who have the required qualification	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.	Maintenance Wellbeing & Activities Administrator Financial Controller Human Resources Manager Training & Development Manager

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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	2
Safeguarding	6
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	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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