# 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	Bodawen Nursing Home		
were:	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	Cariad Care Homes have an in house Training & Development M anager who is employed to deliver training 3 days per week.  All employees attend induction and 3 core training days per annu m.  Topics covered: Company, Employee Handbook, Policies and Pro cedures, Health & Safety, Best Practice Criteria, Personal Care, D ementia, Dignity, Patient Centred Care, Manual Handling, Nutritio n & Hydration, Dysphagia, Safeguarding, Tissue Viability, Parkins on, Epilepsy.  Specialist training would be outsourced.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our policy is to recruit locally, however since Covid we have had t o recruit from overseas. This will allow for succession planning in t he 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.  To retain staff we pay all employees a minimum of the real living w age and have also introduced an attendance loyalty scheme

# 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?	

# 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 vie ws 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 cor	mmunication methods	used in the provis	ion of the service
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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 <u>guidance</u> 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.

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.	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 quie ter 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.	
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.	People are as active as they are able to be. There is a dedicat ed 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 a reable 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.	
The extent to which people feel safe and protected from abuse and neglect.	Whist 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 via bility to ensure people had satisfactory care.	
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home is well maintained and has an ongoing maintenance programme, which not only enhances the environment but to m ake life as comfortable as possible for our residents and emplo yees. 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 cor ridors have been painted and the ground floor corridor has been upgraded.	

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)

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'.

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Verification of death, End of Life, Stroke Awareness, Sepsis, Tissue Viability, Communication & Docum entation, Delirium, Venapuncture, Falls,

#### Contractual Arrangements

ı		
	No. of permanent staff	53
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	0

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No. of Non-guaranteed hours contract (zero hours) staff	
Outline below the number of permanent and fixed	d 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
The or part since class (10 hours of anias) por mostly	
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	Yes
type?	
Filled and vacant posts	
No. of staff in post	1
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevations only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may additional training tra	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
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Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 0 0 Verification of Death, End of Life, Epilepsy, Sepsis Tissue Viability, Communication 7 Documentation,
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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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition 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 Han dling, Sepsis, Tissue Viability, Communication & Do cumentation, 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	

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	
No. 01 part-time stair (10 nours or under per wook)		
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 spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition 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	
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 Han dling, Sepsis, Tissue Viability, Communication & Do cumentation, 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	

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
Typical shift patterns in operation for employed s	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 - 7 Care Practitioners 8am-2pm, 6 Care Practitioners 2pm-8pm 8pm-8am - 4 Care Practitioners each night
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	4
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
N. 6 1 661	<u> </u>
No. of staff in post	19
No. of posts vacant  Training undertaken during the last financial year  Set out the number of staff who undertook releva	or for this role type.  ant training. The list of training categories
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Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional trainin	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9 9 9
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that man can be added to 'Please outline any additional transtruction and training that man to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9 9 9 9
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Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional transtruction outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9 9 9 9 0 0 Verification of Death, End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability
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Training undertaken during the last financial year Set out the number of staff who undertook relevations are provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9  9  9  9  0  Verification of Death, End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability Communication & Documentation, Delirium, diabet s, Falls, Oral Health. Fire Safety, Dysphagia
Training undertaken during the last financial year Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional training duction to outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9  9  9  9  9  0  Verification of Death, End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability Communication & Documentation, Delirium, diabet s, Falls, Oral Health. Fire Safety, Dysphagia
Training undertaken during the last financial year Set out the number of staff who undertook relevations are provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	ar for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  9  9  9  9  0  Verification of Death, End of Life, Epilepsy, Stroke, First Aid, Manual Handling, Sepsis, Tissue Viability Communication & Documentation, Delirium, diabets, Falls, Oral Health. Fire Safety, Dysphagia

Outline below the number of permanent and fixe	ed 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	8am-8pm-2 RGN between the hours of 8am-8pm v
at the service in this role type. You should also include the average number of staff working in	ho is supported by a Nurse Support Practitioner
each shift.	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	No
type?	
Decreasing staff	
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spostated, the information added should be the post	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
Important: All questions in this section relate spectated, the information added should be the posterior.  Filled and vacant posts	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year.
stated, the information added should be the post	sition as of the 31st March of the last financial year.
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook relevance provided is only a sample of the training that ma	7 0 ar for this role type.
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional to the provided is only a sample of the training that may can be added to 'Please outline any additional to the provided is only a sample of the training that may be added to 'Please outline any additional to the post of the training that may be added to 'Please outline any additional to the post of th	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yes set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.	7 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yes set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	7 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	7 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial yes set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7 7
stated, the information added should be the post  Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	7 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7 7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	7 0 ar for this role type.  vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7 7 7 7 7
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial ye set out the number of staff who undertook relevation be added to 'Please outline any additional to not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	7 0 ar for this role type. vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is  7 7 7 7 7 7 7 7 7 7 7

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 fixe	d 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
	ition as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts	
	2 0 ur for this role type.
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that ma	our for this role type.  ant training. The list of training categories
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity outlined above'.	our for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is
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Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transtood outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevations are undertook relevation.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 2 2 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevations are undertook relevation.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 2 2 2 2 2 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation of the induction Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 0
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevated provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 2 2 2 2 0 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 0 2 0 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 2 First Aid, Manual Handling, , Communication & Do
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 2 First Aid, Manual Handling, , Communication & Doumentation, , diabetes, , Oral Health. Fire Safety,
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity of the staff who undertook relevation to undertook relevation be added to 'Please outline any additional trainity of the staff who undertook relevations are provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken pertinent to this role which is not outlined above.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 2 First Aid, Manual Handling, , Communication & Doumentation, , diabetes, , Oral Health. Fire Safety,
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that material can be added to 'Please outline any additional trainity and the control outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  2 2 2 2 2 2 2 2 2 5 7 7 8 8 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Filled and vacant posts  No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevation be added to 'Please outline any additional transtruction and the staff of the training that may can be added to 'Please outline any additional transtruction and the staff of the training that may can be added to 'Please outline any additional transtruction and transtruction.  Induction  Health & Safety  Equality, Diversity & Human Rights  Infection, prevention & control  Manual Handling  Safeguarding  Medicine management  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  2 2 2 2 2 2 2 2 2 5 6 2 First Aid, Manual Handling, , Communication & Doumentation, , diabetes, , Oral Health. Fire Safety, ysphagia

No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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
provided is only a sample of the training that ma can be added to 'Please outline any additional to not outlined above'.	y nave been undertaken. Any training not listed raining undertaken pertinent for this role which is
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 valuntaara	0
No. of volunteers	0
No. of Agency/Bank staff	
	0

4	
0	
1	
Staff Qualifications	
2	
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	53
support to during the last financial year?	

# 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?	

## 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 s uitable 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 an d their families are able to go on days out to local places of intere st and social events within the local community.

#### Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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.

Residents have choices on how to spend their day. They can c hoose when to get up and go to bed and what activities they wo uld like to engage in. Residents' personal plans are centred aro und their individual needs and reflect their likes and dislikes. Th eir 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 ho mely, 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 quie ter areas if they need peace.

The R.I carries out reg 73 visit every 3 months & Director of Op erations are visible within the home weekly, this is an opportunit y to speak with the residents to ensure they have choice about their care and support. Additionally, all residents have regular r eviews with the home, social worker, and the Local Health Boar d

The home has a Wellbeing & Activities co-ordinator who has re gular informal meetings with the residents to ensure they can live each day as they wish.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Residents are as active as they are able to be. There is a dedic ated Wellbeing & Activities Co-ordinator employed in the home, who is able to identify people's interests and provide appropriat e activities, with residents contributing to the monthly activities plan which celebrates national and international days. Resident s can make suggestions as to how they would like to live each d ay.

There is a broad range of activities to aid socialisation and men tal 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.

Residents cared for in their bedrooms are also visited and offer ed 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.

The extent to which people feel safe and protected from abuse and neglect.	Whist 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 via bility to ensure people had satisfactory care.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The home is well maintained and has an ongoing maintenance programme, which not only enhances the environment but to m ake life as comfortable as possible for our residents and emplo yees. 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 re mo delling all the lounges.

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)

56

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	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, Sepsi , Tissue Viability, Documentation & Communication Delirium, venepuncture, Diabetes, Falls, Nutrition & Hydration, Allergens, Dysphagia, Catheter & contir ence 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-quaranteed hours contract (zero hours)	0
staff	
Outline below the number of permanent and fixe	d 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
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager  No. of staff working toward required/recommended qualification to be registered with Social Care	1
Wales as a Service Manager	
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
•	1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training traini	ant training. The list of training categories
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Equality, Divorsity & Human Hights	-

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, Sepsie , 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	d 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
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager  No. of staff working toward required/recommended qualification to be registered with Social Care	0
Wales as a Service Manager	
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise ition 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 Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	r for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Induction	4
	4
Health & Safety  Faulity Diversity & Human Rights	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 aware ness, Manual Handling, Sepsis, Tissue Viability, Documentation & Communication, Delirium, venepundure, Diabetes, Falls, Nutrition & Hydration, Dysphalia, 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	d 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	0
No. of staff working towards the	
No. of staff working towards the required/recommended qualification	
required/recommended qualification	Yes
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate specific specific services.	
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate specific specific services.	cifically to this role type only. Unless otherwise
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate spectated, the information added should be the positions.	cifically to this role type only. Unless otherwise
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate specified, the information added should be the position.  Filled and vacant posts  No. of staff in post	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate spectated, the information added should be the position of the po	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  29 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate speciated, the information added should be the positive.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  29  1  r for this role type.  Int training. The list of training categories of have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate specific stated, the information added should be the positive.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial years of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training undertaken during the last financial years of staff who undertook relevations and be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  29  1  r for this role type.  ant training. The list of training categories a have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Nursing care staff  Does your service structure include roles of this type?  Important: All questions in this section relate speciated, the information added should be the positive.  Filled and vacant posts  No. of staff in post No. of posts vacant  Training undertaken during the last financial year set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.  29  1  r for this role type.  Int training. The list of training categories of have been undertaken. Any training not listed aining undertaken pertinent for this role which is

	T	
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 aware ness, Manual Handling, Sepsis, Tissue Viability, Do cumentation & Communication, Delirium, venepunct ure, Diabetes, Falls, Nutrition & Hydration, Dysphag ia, 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-quaranteed hours contract (zero hours)	0	
staff	o l	
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 cample of the training that may have been undertaken. Any training not listed		

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, Sepsi , 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)	0
staff	
Outline below the number of permanent and fixed	d 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 s	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	
Other social care workers providing direct care  Does your service structure include roles of this type?	No
Does your service structure include roles of this	No
Does your service structure include roles of this type?	No Yes
Does your service structure include roles of this type?  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes
Does your service structure include roles of this type?  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe	Yes  cifically to this role type only. Unless otherwise
Does your service structure include roles of this type?  Domestic staff  Does your service structure include roles of this type?  Important: All questions in this section relate spe stated, the information added should be the posi	Yes  cifically to this role type only. Unless otherwise

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 Manual Handling 7 Safeguarding 0 Medicine management 7 Dementia 0 Positive Behaviour Management Food Hygiene Please outline any additional training undertaken Manual Handling, Allergens, Documentation & Com pertinent to this role which is not outlined above. munication, Diabetes, Nutrition & Hydration, Dysph Contractual Arrangements No. of permanent staff 0 No. of Fixed term contracted staff No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff 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) No. of part-time staff (17-34 hours per week) 6 0 No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification 0 No. of staff working toward required/recommended 0 qualification 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	
'	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	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 6 Infection, prevention & control 2 Manual Handling 6 Safeguarding 0 Medicine management 0 Dementia Positive Behaviour Management 0 Food Hygiene 0 Please outline any additional training undertaken pertinent to this role which is not outlined above. **Contractual Arrangements** 6 No. of permanent staff No. of Fixed term contracted staff 0 No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 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

0

0

No. of part-time staff (16 hours or under per week)

No. of staff who have the required qualification

No. of staff working toward required/recommended

Staff Qualifications

qualification