

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:	ND Care and Support Limited
The provider was registered on:	13/05/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	ND Care and Support Powys	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	03/03/2021
	Responsible Individual(s)	Rebecca Ford
	Manager(s)	Kenneth Price
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	ND Care and Support Owm Taff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/06/2020
	Responsible Individual(s)	Rebecca Ford
	Manager(s)	Ruth Coles, Amy-Jayne Carr
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	ND Care and Support Swansea Bay	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	05/01/2021
	Responsible Individual(s)	Rebecca Ford
	Manager(s)	Eniko Acatiline
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	New Directions Care and Support	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/05/2019
Responsible Individual(s)	Rebecca Ford	
Manager(s)	Amy-Jayne Carr, Hannah Collier	
Partnership Area	Cardiff and Vale	
Service Conditions	There are no conditions associated to this service	

ND Care and Support	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	14/05/2019
Responsible Individual(s)	Rebecca Ford
Manager(s)	Zenzy Flower, Odette Flower
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
ND Care and Support West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/05/2019
Responsible Individual(s)	Rebecca Ford
Manager(s)	Eniko Acatline
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All new staff will attend our formal induction programme. Following induction training, staff have quarterly one-to-one supervision with their line manager; at this meeting training needs will be discussed and an individual training plan identified, which will outline their personal training needs to meet ND Care & Support objectives and those of their specific job role, including any refresher training. Staff also have 24/7 access to supplemented online training via a web/mobile application.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited to the highest possible standard. We have a number of recruitment initiatives in place to attract the most suitable applicants for the role. Potential staff undertake a robust recruitment and selection process, attend a face-to-face interview, and are thoroughly vetted by our designated Compliance Team, prior to starting work. We have several reward and recognition schemes in place to retain staff, in addition to encouraging professional development and career progression.

Service Profile

Service Details

Name of Service	ND Care and Support Cwm Taff
Telephone Number	02920827555
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year we consulted with people who use our service a regular basis via various methods, including;</p> <ul style="list-style-type: none"> • Quarterly Face to Face Quality Monitoring Visits for all service users. • Quarterly Face to Face Care Plan Reviews for all service users. • Quarterly Face to Face RI Visits to a select number of customers using the service. • Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service. • Telephone review in addition to ongoing open-door policy is in daily operation. <p>We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on-call service, who will be happy to discuss this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.</p>

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>Customers can be confident that their voices are heard and have choice and control over their service.</p> <p>As a provider we engage with our customers regularly and act on feedback received. Our services are person centred with the persons desired outcomes at the heart of what we do; this is reflected in customers individual care plans.</p> <p>We have a comprehensive Quality Assurance process which captures the views and experiences of people who use our service. Our Quality Assurance process gathers information in several ways throughout the year; we carry out monitoring visits, care plan reviews, formal quality assurance questionnaires, Responsible Individual visits and spot checks. This information together with any compliments, complaints and safeguarding referrals provides us with a comprehensive overview of service provision and informs our improvement plan for the forthcoming year.</p> <p>During this reporting period, feedback was extremely positive with comments such as "I love my staff, they know what I want and they go above and beyond" "my mother is always asked what she needs" and "all staff involved in setting up my care chatted to me and altered things where possible"</p> <p>As a provider we have a comprehensive complaints policy, customers confirmed that they were confident in using it should they feel a need.</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>Customers are treated with dignity and respect and care staff are dedicated and committed to supporting them. Customers can be confident that their service is person centered and reflects the persons desired outcomes. Feedback from customers confirm this. During this reporting period customers told us that the "staff give me great encouragement" and "my mother's carers encourage and motivate her which helps her a lot."</p> <p>Care plans are detailed, person centered and reviewed appropriately. During this reporting period the service standards were met for care plan reviews and quality monitoring visits. There is evidence that the service is responsive and seeks support from other professionals to ensure health and wellbeing is maintained.</p> <p>As a care provider we operate an electronic call monitoring system which instantly updates personal information to reflect changes in care need.</p> <p>One complaint and no safeguarding referrals were received during this reporting period. Staffing levels are sufficient and meet demand.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are kept as safe as possible from harm and abuse. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Feedback from customers confirm this. During this reporting period there were no safeguarding referrals and one complaint received, this was resolved appropriately.</p> <p>Staff receive training in safeguarding and know how to respond to concerns.</p> <p>Our staff are recruited and vetted to the highest standard and all staff have a current DBS check. Our staff are trained and competent within their roles. As a provider we have a dedicated and independent compliance officer who ensures that our recruitment process is as safe and robust as possible. All staff are recruited following a face to face interview a full work history is sought; any gaps in employment accounted for, all applicable references are requested and all staff have a full DBS. New recruits attend our induction training prior to working for us All staff are supervised at regular intervals throughout the year.</p> <p>As a provider we have an electronic call monitoring system which enables us to monitor call times and call duration, the system also alerts us to a potential missed call thus offering an additional safeguard to the service.</p> <p>Where any concerns are identified, we work proactively with the local safeguarding teams to ensure the protection from harm for our customers.</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) 5.80

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>		
<p>Filled and vacant posts</p>		
	No. of staff in post	2
	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
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken within the last financial year include: Acquired Brain Injury, Autism Awareness, Basic Life Support, Diabetes, Documentation & Record Keeping, Duty of Candour, Dysphagia & Texture Modification, End of Life Care, Epilepsy, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication, Falls (Preventing & Managing), Fire Awareness, Fluids & Nutrition, Learning Disabilities, MCA & DoLS, Mental Health, Oral Health, Patient Consent, Person Centred Care, Pressure Ulcer Risk Assessment, Urinary Incontinence.
<p>Contractual Arrangements</p>		
	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

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

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

Filled and vacant posts

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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken during this financial year include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication.

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 social care worker	0
No. of staff working towards the required/recommended qualification	1
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?	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	9
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	8
Health & Safety	8
Equality, Diversity & Human Rights	4
Manual Handling	9
Safeguarding	9
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication.
Contractual Arrangements	
No. of permanent staff	0
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	9
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 required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	ND Care and Support West Wales
Telephone Number	01269839503
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Medium

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	148
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>During the last financial year we consulted with people who use our service a regular basis via various methods, including;</p> <ul style="list-style-type: none"> • Quarterly Face to Face Quality Monitoring Visits for all service users. • Quarterly Face to Face Care Plan Reviews for all service users. • Quarterly Face to Face RI Visits to a select number of customers using the service. • Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service. • Telephone review in addition to ongoing open-door policy is in daily operation. <p>We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on-call service, who will be happy to discuss this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>No</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>Additional non-verbal communication methods used in the provision of the service include flash cards. These are used for service users with difficulties communicating or retaining information.</p>

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>Customers can be confident that their voices are heard and have choice and control over their service.</p> <p>As a provider we engage with our customers regularly and act on feedback received. Our services are person centred with the persons desired outcomes at the heart of what we do; this is reflected in customers individual care plans.</p> <p>We have a comprehensive Quality Assurance process which captures the views and experiences of people who use our service. Our Quality Assurance process gathers information in several ways throughout the year; we carry out monitoring visits, care plan reviews, formal quality assurance questionnaires, Responsible Individual visits and spot checks. This information together with any compliments, complaints and safeguarding referrals provides us with a comprehensive overview of service provision and informs our improvement plan for the forthcoming year.</p> <p>During this reporting period, feedback was extremely positive with comments such as "I love my staff, they know what I want and they go above and beyond" "my mother is always asked what she needs" and "all staff involved in setting up my care chatted to me and altered things where possible"</p> <p>As a provider we have a comprehensive complaints policy, customers confirmed that they were confident in using it should they feel a need.</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>Customers are treated with dignity and respect and care staff are dedicated and committed to supporting them. Customers can be confident that their service is person centered and reflects the persons desired outcomes. Feedback from customers confirm this. During this reporting period customers told us that the “staff give me great encouragement” and “my mother’s carers encourage and motivate her which helps her a lot.”</p> <p>Care plans are detailed, person centered and reviewed appropriately. During this reporting period the service standards were met for care plan reviews and quality monitoring visits. There is evidence that the service is responsive and seeks support from other professionals to ensure health and wellbeing is maintained.</p> <p>As a care provider we operate an electronic call monitoring system which instantly updates personal information to reflect changes in care need.</p> <p>1 complaint and 6 safeguarding referrals were received during this reporting period. Staffing levels are sufficient and meet demand.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are kept as safe as possible from harm and abuse. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Feedback from customers confirm this. During this reporting period there were no safeguarding referrals and no complaints received.</p> <p>Staff receive training in safeguarding and know how to respond to concerns.</p> <p>Our staff are recruited and vetted to the highest standard and all staff have a current DBS check. Our staff are trained and competent within their roles. As a provider we have a dedicated and independent compliance officer who ensures that our recruitment process is as safe and robust as possible. All staff are recruited following a face to face interview a full work history is sought; any gaps in employment accounted for, all applicable references are requested and all staff have a full DBS. New recruits attend our induction training prior to working for us All staff are supervised at regular intervals throughout the year.</p> <p>As a provider we have an electronic call monitoring system which enables us to monitor call times and call duration, the system also alerts us to a potential missed call thus offering an additional safeguard to the service.</p> <p>Where any concerns are identified, we work proactively with the local safeguarding teams to ensure the protection from harm for our customers.</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>26.90</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>	

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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	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
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training undertaken during the last financial year include: Basic Life Support, COVID 19, Control of Substances Hazardous to Health, Infection Prevention & Control, Medication Administration, Topical Medication.
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)	3
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 social care worker	1
No. of staff working towards the required/recommended qualification	2
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?	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	52
No. of posts vacant	4
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	17
Health & Safety	28
Equality, Diversity & Human Rights	4
Manual Handling	40
Safeguarding	34
Dementia	1
Positive Behaviour Management	1
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication, Diabetes, Dysphagia & Texture Modification, End of Life Care, Epilepsy, Learning Disabilities.
Contractual Arrangements	
No. of permanent staff	10
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	42
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)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	ND Care andSupport
Telephone Number	01495733610
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	786
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	15
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	0
Number of complaints not upheld	9
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year we consulted with people who use our service a regular basis via various methods, including;</p> <ul style="list-style-type: none"> • Quarterly Face to Face Quality Monitoring Visits for all service users. • Quarterly Face to Face Care Plan Reviews for all service users. • Quarterly Face to Face RI Visits to a select number of customers using the service. • Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service. • Telephone review in addition to ongoing open-door policy is in daily operation. <p>We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on-call service, who will be happy to discuss this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.</p>

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

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.

Customers can be largely confident that their voices are heard and have choice and control over their service.
 As a provider we engage with our customers regularly and act on feedback received. Our services are person centred with the persons desired outcomes at the heart of what we do; this is reflected in customers individual care plans.
 We have a comprehensive Quality Assurance process which captures the views and experiences of people who use our service. Our Quality Assurance process gathers information in several ways throughout the year; we carry out monitoring visits, care plan reviews, formal quality assurance questionnaires, Responsible Individual visits and spot checks. This information together with any compliments, complaints and safeguarding referrals provides us with a comprehensive overview of service provision and informs our improvement plan for the forthcoming year.
 During this reporting period, feedback was mostly positive with comments such as "your staff are good listeners, I feel well looked after", however there were also concerns raised about call times and staff continuity; an improvement plan is in place to address these concerns
 As a provider we have a comprehensive complaints policy, customers confirmed that they were confident in using it should they feel a need.

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.

Customers are treated with dignity and respect and care staff are dedicated and committed to supporting them. Customers can be confident that their service is person centered and reflects the persons desired outcomes. Feedback from customers confirm this. During this reporting period customers told us that the "I do feel supported and have lovely friendly carers who respect my dignity and are happy to help with any issues or concerns."
 Care plans are detailed, person centered however improvements to the review process is required. During this reporting period the service standards were met for quality monitoring visits. There is evidence that the service is responsive and seeks support from other professionals to ensure health and wellbeing is maintained.
 As a care provider we operate an electronic call monitoring system which instantly updates personal information to reflect changes in care need.
 15 complaints 28 safeguarding referrals and 18 compliments were received during this reporting period
 Staffing levels are sufficient and meet demand.

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

People are kept as safe as possible from harm and abuse. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Feedback from customers confirm this. During this reporting period there were no safeguarding referrals and no complaints received.
 Staff receive training in safeguarding and know how to respond to concerns.
 Our staff are recruited and vetted to the highest standard and all staff have a current DBS check. Our staff are trained and competent within their roles. As a provider we have a dedicated and independent compliance officer who ensures that our recruitment process is as safe and robust as possible. All staff are recruited following a face to face interview a full work history is sought; any gaps in employment accounted for, all applicable references are requested, and all staff have a full DBS. New recruits attend our induction training prior to working for us All staff are supervised at regular intervals throughout the year.
 As a provider we have an electronic call monitoring system which enables us to monitor call times and call duration, the system also alerts us to a potential missed call thus offering an additional safeguard to the service.
 Where any concerns are identified, we work proactively with the local safeguarding teams to ensure the protection from harm for our customers.

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)	119.20
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training undertaken within the last financial years include: Medication Administration, Topical Medication, End of Life Care
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	11
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	0
Manual Handling	4
Safeguarding	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication, Customer Service, Lone Working, Safer Recruitment, Wound Care Management.
Contractual Arrangements	
No. of permanent staff	11
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)	11
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 social care worker	7
No. of staff working towards the required/recommended qualification	4
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication.
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	3
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	196
No. of posts vacant	10
<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	98
Health & Safety	114
Equality, Diversity & Human Rights	83
Manual Handling	133
Safeguarding	145
Dementia	21
Positive Behaviour Management	11
Food Hygiene	103
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication, Enteral Feeding Training, Peg Training - Nutricia Care Theory.
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	191
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	84
No. of staff working towards the required/recommended qualification	12
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.	2 Administrators - providing administrative support to the team 1 Recruitment Resourcer - providing recruitment and selection support to the team
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional additional training undertaken during the last financial year include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID 19, Medication Administration, Topical Medication.
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)	3
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	1

Service Profile

Service Details

Name of Service	New Directions Care and Support
Telephone Number	02920827555
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	127
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>During the last financial year we consulted with people who use our service a regular basis via various methods, including;</p> <ul style="list-style-type: none"> • Quarterly Face to Face Quality Monitoring Visits for all service users. • Quarterly Face to Face Care Plan Reviews for all service users. • Quarterly Face to Face RI Visits to a select number of customers using the service. • Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service. • Telephone review in addition to ongoing open-door policy is in daily operation. <p>We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on-call service, who will be happy to discuss this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	Yes
Other	No

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>Customers can be confident that their voices are heard and have choice and control over their service.</p> <p>As a provider we engage with our customers regularly and act on feedback received. Our services are person centred with the persons desired outcomes at the heart of what we do; this is reflected in customers individual care plans.</p> <p>We have a comprehensive Quality Assurance process which captures the views and experiences of people who use our service. Our Quality Assurance process gathers information in several ways throughout the year; we carry out monitoring visits, care plan reviews, formal quality assurance questionnaires, Responsible Individual visits and spot checks. This information together with any compliments, complaints and safeguarding referrals provides us with a comprehensive overview of service provision and informs our improvement plan for the forthcoming year.</p> <p>During this reporting period, feedback was extremely positive with comments such as "my care staff are lovely; they support me in the way that I want, they go above and beyond, there are no improvements I can think of" and "my carer and I decide everything together" "They listen to you" and "yes, whenever I contact ND they are always helpful"</p> <p>As a provider we have a comprehensive complaints policy, customers confirmed that they were confident in using it should they feel a need.</p> <p>During this reporting period 3 complaints were received and resolved.</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>Customers are treated with dignity and respect and care staff are dedicated and committed to supporting them. Customers can be confident that their service is person centred and reflects the persons desired outcomes. Feedback from customers confirms this. During this reporting period customers told us that the "staff give me great encouragement" and "I particularly enjoy my take outs, they are great for my wellbeing".</p> <p>Care plans are detailed, person centered and reviewed appropriately. During this reporting period the service standards were met for care plan reviews and quality monitoring visits. There is evidence that the service is responsive and seeks support from other professionals to ensure health and wellbeing is maintained.</p> <p>As a care provider we operate an electronic call monitoring system which instantly updates personal information to reflect changes in care need.</p> <p>Staffing levels are sufficient and meet demand.</p> <p>During this reporting period 2 compliments regarding the service and staff were received.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are kept as safe as possible from harm and abuse. There are safeguarding arrangements in place that ensure people are appropriately protected from the risk of harm. Feedback from customers confirm this.</p> <p>Staff receive training in safeguarding and know how to respond to concerns.</p> <p>Our staff are recruited and vetted to the highest standard and all staff have a current DBS check. Our staff are trained and competent within their roles. As a provider we have a dedicated and independent compliance officer who ensures that our recruitment process is as safe and robust as possible. All staff are recruited following a face to face interview a full work history is sought; any gaps in employment accounted for, all applicable references are requested and all staff have a full DBS. New recruits attend our induction training prior to working for us All staff are supervised at regular intervals throughout the year.</p> <p>As a provider we have an electronic call monitoring system which enables us to monitor call times and call duration, the system also alerts us to a potential missed call thus offering an additional safeguard to the service.</p> <p>Where any concerns are identified, we work proactively with the local safeguarding teams to ensure the protection from harm for our customers. During this reporting period there were 5 safeguarding referrals made and 3 complaint received. Safeguarding referrals and complaints are dealt with appropriately.</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)	40.10
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	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	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
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training undertaken during the last financial year include: Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication.
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	2
Manual Handling	3
Safeguarding	3
Dementia	2
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training undertaken during the last financial year include: Autism Awareness, Basic Life Support, Bed Rails, Communication, Control of Substances Hazardous to Health, COVID 19, Diabetes, Documentation & Record Keeping, Dysphagia & Texture Modification, End of Life Care, Epilepsy, Falls (Preventing & Managing), Fluids & Nutrition, Infection Prevention & Control, Learning Disabilities, Lone Working, MCA & DoLS, Medication Administration, Person Centred Care, Topical Medication, Urinary Incontinence, Wound Care Management.
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)	3
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 social care worker	3
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	77
No. of posts vacant	3
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	24
Health & Safety	32
Equality, Diversity & Human Rights	26
Manual Handling	50
Safeguarding	42
Dementia	4
Positive Behaviour Management	3
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training courses undertaken include: Basic Life Support, Control of Substances Hazardous to Health, Infection Prevention & Control, COVID-19, Medication Administration, Topical Medication, Diabetes, Dysphagia & Texture Modification, End of Life Care, Epilepsy, Learning Disabilities.
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	76
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	43
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	1 Administrator - providing administrative support to the service
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	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training undertaken during the last financial year includes: Basic Life Support, COVID 19, Control of Substances Hazardous to Health, Infection Prevention & Control, Medication Administration Awareness, Topical Medication Awareness.
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	0
No. of staff working toward required/recommended qualification	0