

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:	Q Care Limited
The provider was registered on:	18/03/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Q Care Owm Taf Morgannwg	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/05/2021
Responsible Individual(s)	Cheryl Cox
Manager(s)	Hayley Thomas, Lynsey Jones
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Q Care West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	20/05/2021
Responsible Individual(s)	Cheryl Cox
Manager(s)	Emmaline Platek
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Q Care Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/03/2019
Responsible Individual(s)	Cheryl Cox
Manager(s)	Laura Woodward, Lynsey Jones, Kelly Price
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Q Care Cardiff	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/03/2019
Responsible Individual(s)	Cheryl Cox
Manager(s)	Hayley Thomas
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Q Care Powys	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/03/2019
Responsible Individual(s)	Cheryl Cox
Manager(s)	Emmaline Platek
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

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	Training is completed bi - annual except moving and handling. All branches keep a training matrix and the matrix identifies when training is due to expire, when expiry is near staff are booked onto the applicable course. Training statistics are audited monthly by the QA officer. Q Care has its own internal training team
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a continuous programme of recruitment that is reviewed monthly by the recruitment team and the managers Recruitment is managed internally and files are processed by a dedicated department.

## Service Profile

### Service Details

Name of Service	Q Care Cardiff
Telephone Number	02920 674920
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?	90
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### Fees Charged

The minimum hourly rate payable during the last financial year?	15.34
The maximum hourly rate payable during the last financial year?	34

### Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	QA Report SU Guide Statement of Purpose Social Media Meetings

## 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)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The personal plan is co-produced with the service user in conjunction with a Local Authority care and assessment plan (if applicable). The personal plan will detail the actions required to meet the individuals well-being, care and support needs on a day to day basis. Involving people in their personal care plan gives them a feeling of being in control. The personal plan will detail the personal outcomes the service user wishes to achieve and detail how the staff can support them to achieve this. Each service user has a copy of their personal plan that is reviewed at least every 3 months. Service users and the people who are important to them are also invited to attend reviews.

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.

Service users receive care and support from a staff team that they are familiar with. Q Care strive to ensure the continuity of care is delivered to provide a high quality of care. Q-Care provide a comprehensive 26 week induction that aligns with the AWIF. Initially a five-day intensive training that covers a full basis to ensure that staff have the skills to enable them to provide high quality care. Training includes All Wales Manual Handling Passport, First Aid, Medication, Safeguarding and Dementia. All training is to be completed before the Support Worker completes shadow work. Support Staff complete the Principles and Values workbook so they understand the fundamentals of care. Spot checks, Medication and Manual Handling competencies are regularly carried out to monitor support worker progress, any concerns that are raised with any staff member are recorded in an office supervision whereby further training may be necessary. Q Care refresher training is every two years except for Manual handling which is annual. Service users can be assured that their care is delivered by trained and competent staff to ensure safe delivery of services and wellbeing. We endeavour to meet the service users preferred call times. Where possible we always aim to call within 30 minutes of the allocated call times however sector related staffing issues has unfortunately prevented this happening. Preference of call times is discussed with the service user during their induction as is their specific needs around having calls at set time (medication critical, continence needs and pressure relief) this then determines their priority banding. At times we needed to refer to our contingency plan owing to isolations, sickness and general staff shortage we will work on a priority basis and this may result in times being outside of the 30 minutes, however, when this happens service users and their families are contacted to inform them.

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

Q Care is committed to ensuring that its service users are safe and protected and that our statutory responsibilities to safeguard and protect vulnerable adults are effectively met. Safeguarding adults from abuse is everyone's business. We all share a responsibility, both corporately and individually, to ensure that adults are treated with respect and protected from others who may abuse them. All staff that come into contact with vulnerable adults are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare. Our policy sets out the roles and responsibilities of those within Q Care, this policy clearly identifies our expectations of our staff in relation to safeguarding. Q Care commits to provide safeguarding training and learning to its employees at a level applicable to their role however, all employees have a responsibility to read and keep up to date with relevant legislation, and codes of practice.

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) 37

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

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

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

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	
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	4
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
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	4
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
<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	67
No. of posts vacant	5
<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	56
Health & Safety	56
Equality, Diversity & Human Rights	56
Manual Handling	67
Safeguarding	67
Dementia	67
Positive Behaviour Management	67
Food Hygiene	56
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	67
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	67
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	47
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	39
No. of staff working towards the required/recommended qualification	28
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	Q Care Cwm Taf Morgannwg
Telephone Number	01495745100
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?	108
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### Fees Charged

The minimum hourly rate payable during the last financial year?	21.11
The maximum hourly rate payable during the last financial year?	21.11

### Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	QA report Social Media Reviews Statement of Purpose Service Susers guide

### 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)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The personal plan is co-produced with the service user in conjunction with a Local Authority care and assessment plan (if applicable). The personal plan will detail the actions required to meet the individuals well-being, care and support needs on a day to day basis. Involving people in their personal care plan gives them a feeling of being in control. The personal plan will detail the personal outcomes the service user wishes to achieve and detail how the staff can support them to achieve this. Each service user has a copy of their personal plan that is reviewed at least every 3 months. Service users and the people who are important to them are also invited to attend reviews.

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.

Service users receive care and support from a staff team that they are familiar with. Q Care strive to ensure the continuity of care is delivered to provide a high quality of care. Q-Care provide a comprehensive 26 week induction that aligns with the AWIF. Initially a five-day intensive training that covers a full basis to ensure that staff have the skills to enable them to provide high quality care. Training includes All Wales Manual Handling Passport, First Aid, Medication, Safeguarding and Dementia. All training is to be completed before the Support Worker completes shadow work. Support Staff complete the Principles and Values workbook so they understand the fundamentals of care. Spot checks, Medication and Manual Handling competencies are regularly carried out to monitor support worker progress, any concerns that are raised with any staff member are recorded in an office supervision whereby further training may be necessary. Q Care refresher training is every two years except for Manual handling which is annual. Service users can be assured that their care is delivered by trained and competent staff to ensure safe delivery of services and wellbeing. We endeavour to meet the service users preferred call times. Where possible we always aim to call within 30 minutes of the allocated call times however sector related staffing issues has unfortunately prevented this happening. Preference of call times is discussed with the service user during their induction as is their specific needs around having calls at set time (medication critical, continence needs and pressure relief) this then determines their priority banding. At times we needed to refer to our contingency plan owing to isolations, sickness and general staff shortage we will work on a priority basis and this may result in times being outside of the 30 minutes, however, when this happens service users and their families are contacted to inform them.

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

Q Care is committed to ensuring that its service users are safe and protected and that our statutory responsibilities to safeguard and protect vulnerable adults are effectively met. Safeguarding adults from abuse is everyone's business. We all share a responsibility, both corporately and individually, to ensure that adults are treated with respect and protected from others who may abuse them. All staff that come into contact with vulnerable adults are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare. Our policy sets out the roles and responsibilities of those within Q Care, this policy clearly identifies our expectations of our staff in relation to safeguarding. Q Care commits to provide safeguarding training and learning to its employees at a level applicable to their role however, all employees have a responsibility to read and keep up to date with relevant legislation, and codes of practice.

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)	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
	<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	2
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	2
	Safeguarding	2
	Dementia	2
	Positive Behaviour Management	2
	Food Hygiene	2
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 social care worker	2
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
<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	40
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	40
Health & Safety	40
Equality, Diversity & Human Rights	40
Manual Handling	40
Safeguarding	40
Dementia	40
Positive Behaviour Management	40
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	40
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	40
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)	10
No. of part-time staff (17-34 hours per week)	30
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	6
No. of staff working towards the required/recommended qualification	34
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	Q Care Gwent
Telephone Number	01873851830
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?	178
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### Fees Charged

The minimum hourly rate payable during the last financial year?	16.13
The maximum hourly rate payable during the last financial year?	42.76

### Complaints

What was the total number of formal complaints made during the last financial year?	16
Number of active complaints outstanding	0
Number of complaints upheld	6
Number of complaints partially upheld	2
Number of complaints not upheld	8
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service Users Guide Social Media Statement of purpose Reviews Meetings

### 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)	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.

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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.

Service users receive care and support from a staff team that they are familiar with. Q Care strive to ensure the continuity of care is delivered to provide a high quality of care. Q-Care provide a comprehensive 26 week induction that aligns with the AWIF. Initially a five-day intensive training that covers a full basis to ensure that staff have the skills to enable them to provide high quality care. Training includes All Wales Manual Handling Passport, First Aid, Medication, Safeguarding and Dementia. All training is to be completed before the Support Worker completes shadow work. Support Staff complete the Principles and Values workbook so they understand the fundamentals of care. Spot checks, Medication and Manual Handling competencies are regularly carried out to monitor support worker progress, any concerns that are raised with any staff member are recorded in an office supervision whereby further training may be necessary. Q Care refresher training is every two years except for Manual handling which is annual. Service users can be assured that their care is delivered by trained and competent staff to ensure safe delivery of services and wellbeing. We endeavour to meet the service users preferred call times. Where possible we always aim to call within 30 minutes of the allocated call times however sector related staffing issues has unfortunately prevented this happening. Preference of call times is discussed with the service user during their induction as is their specific needs around having calls at set time (medication critical, continence needs and pressure relief) this then determines their priority banding. At times we needed to refer to our contingency plan owing to isolations, sickness and general staff shortage we will work on a priority basis and this may result in times being outside of the 30 minutes, however, when this happens service users and their families are contacted to inform them.

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

Q Care is committed to ensuring that its service users are safe and protected and that our statutory responsibilities to safeguard and protect vulnerable adults are effectively met. Safeguarding adults from abuse is everyone's business. We all share a responsibility, both corporately and individually, to ensure that adults are treated with respect and protected from others who may abuse them. All staff that come into contact with vulnerable adults are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare. Our policy sets out the roles and responsibilities of those within Q Care, this policy clearly identifies our expectations of our staff in relation to safeguarding. Q Care commits to provide safeguarding training and learning to its employees at a level applicable to their role however, all employees have a responsibility to read and keep up to date with relevant legislation, and codes of practice.



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)	86
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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
	<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	3
	Positive Behaviour Management	3
	Food Hygiene	3
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	12
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)	8
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
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
<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	162
No. of posts vacant	25
<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	85
Health & Safety	85
Equality, Diversity & Human Rights	85
Manual Handling	85
Safeguarding	85
Dementia	85
Positive Behaviour Management	85
Food Hygiene	85
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	162
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)	62
No. of part-time staff (17-34 hours per week)	100
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	87
No. of staff working towards the required/recommended qualification	75
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	Q Care Powys
Telephone Number	01597827930
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	58
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.47
The maximum hourly rate payable during the last financial year?	35.50

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	5
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?	Social Media Statement of Purpose Service Users Guide Meetings Reviews

## 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)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The personal plan is co-produced with the service user in conjunction with a Local Authority care and assessment plan (if applicable). The personal plan will detail the actions required to meet the individuals well-being, care and support needs on a day to day basis. Involving people in their personal care plan gives them a feeling of being in control. The personal plan will detail the personal outcomes the service user wishes to achieve and detail how the staff can support them to achieve this. Each service user has a copy of their personal plan that is reviewed at least every 3 months. Service users and the people who are important to them are also invited to attend reviews.

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.

Service users receive care and support from a staff team that they are familiar with. Q Care strive to ensure the continuity of care is delivered to provide a high quality of care. Q-Care provide a comprehensive 26 week induction that aligns with the AWIF. Initially a five-day intensive training that covers a full basis to ensure that staff have the skills to enable them to provide high quality care. Training includes All Wales Manual Handling Passport, First Aid, Medication, Safeguarding and Dementia. All training is to be completed before the Support Worker completes shadow work. Support Staff complete the Principles and Values workbook so they understand the fundamentals of care. Spot checks, Medication and Manual Handling competencies are regularly carried out to monitor support worker progress, any concerns that are raised with any staff member are recorded in an office supervision whereby further training may be necessary. Q Care refresher training is every two years except for Manual handling which is annual. Service users can be assured that their care is delivered by trained and competent staff to ensure safe delivery of services and wellbeing. We endeavour to meet the service users preferred call times. Where possible we always aim to call within 30 minutes of the allocated call times however sector related staffing issues has unfortunately prevented this happening. Preference of call times is discussed with the service user during their induction as is their specific needs around having calls at set time (medication critical, continence needs and pressure relief) this then determines their priority banding. At times we needed to refer to our contingency plan owing to isolations, sickness and general staff shortage we will work on a priority basis and this may result in times being outside of the 30 minutes, however, when this happens service users and their families are contacted to inform them.

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

Q Care is committed to ensuring that its service users are safe and protected and that our statutory responsibilities to safeguard and protect vulnerable adults are effectively met. Safeguarding adults from abuse is everyone's business. We all share a responsibility, both corporately and individually, to ensure that adults are treated with respect and protected from others who may abuse them. All staff that come into contact with vulnerable adults are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare. Our policy sets out the roles and responsibilities of those within Q Care, this policy clearly identifies our expectations of our staff in relation to safeguarding. Q Care commits to provide safeguarding training and learning to its employees at a level applicable to their role however, all employees have a responsibility to read and keep up to date with relevant legislation, and codes of practice.

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)	16
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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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	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.	
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	0
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	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.	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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
<div style="border: 1px solid green; padding: 5px;">Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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
<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	30
No. of posts vacant	5
<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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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)	24
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	18
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	Q Care West Wales
Telephone Number	01970606080
What is/are the main language(s) through which your service is provided?	Welsh 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?	89
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.47
The maximum hourly rate payable during the last financial year?	34

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	5
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?	social media statement of purpose service users guide meetings reviews

### 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)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

The personal plan is co-produced with the service user in conjunction with a Local Authority care and assessment plan (if applicable). The personal plan will detail the actions required to meet the individuals well-being, care and support needs on a day to day basis. Involving people in their personal care plan gives them a feeling of being in control. The personal plan will detail the personal outcomes the service user wishes to achieve and detail how the staff can support them to achieve this. Each service user has a copy of their personal plan that is reviewed at least every 3 months. Service users and the people who are important to them are also invited to attend reviews.

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.

Service users receive care and support from a staff team that they are familiar with. Q Care strive to ensure the continuity of care is delivered to provide a high quality of care. Q-Care provide a comprehensive 26 week induction that aligns with the AWIF. Initially a five-day intensive training that covers a full basis to ensure that staff have the skills to enable them to provide high quality care. Training includes All Wales Manual Handling Passport, First Aid, Medication, Safeguarding and Dementia. All training is to be completed before the Support Worker completes shadow work. Support Staff complete the Principles and Values workbook so they understand the fundamentals of care. Spot checks, Medication and Manual Handling competencies are regularly carried out to monitor support worker progress, any concerns that are raised with any staff member are recorded in an office supervision whereby further training may be necessary. Q Care refresher training is every two years except for Manual handling which is annual. Service users can be assured that their care is delivered by trained and competent staff to ensure safe delivery of services and wellbeing. We endeavour to meet the service users preferred call times. Where possible we always aim to call within 30 minutes of the allocated call times however sector related staffing issues has unfortunately prevented this happening. Preference of call times is discussed with the service user during their induction as is their specific needs around having calls at set time (medication or critical, continence needs and pressure relief) this then determines their priority banding. At times we needed to refer to our contingency plan owing to isolations, sickness and general staff shortage we will work on a priority basis and this may result in times being outside of the 30 minutes, however, when this happens service users and their families are contacted to inform them.

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

Q Care is committed to ensuring that its service users are safe and protected and that our statutory responsibilities to safeguard and protect vulnerable adults are effectively met. Safeguarding adults from abuse is everyone's business. We all share a responsibility, both corporately and individually, to ensure that adults are treated with respect and protected from others who may abuse them. All staff that come into contact with vulnerable adults are expected to understand their responsibility and wherever necessary, to take action to safeguard and promote their welfare. Our policy sets out the roles and responsibilities of those within Q Care, this policy clearly identifies our expectations of our staff in relation to safeguarding. Q Care commits to provide safeguarding training and learning to its employees at a level applicable to their role however, all employees have a responsibility to read and keep up to date with relevant legislation, and codes of practice.

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)	33
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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
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	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.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	
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	22
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 social care worker	2
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
<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	55
No. of posts vacant	5
<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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Manual Handling	19
Safeguarding	19
Dementia	19
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	55
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)	40
No. of part-time staff (17-34 hours per week)	15
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	20
No. of staff working towards the required/recommended qualification	35
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No