

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:	Alexandra House Support Services Ltd	
The provider was registered on:	08/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Alexandra House Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/11/2018
	Responsible Individual(s)	Tia Hulson
	Manager(s)	
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service
	Alexandra House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	08/10/2018
	Responsible Individual(s)	Tia Hulson
	Manager(s)	Tia Hulson
	Maximum number of places	4
	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	Training needs for all staff employed are sourced through various means. Face to face or remote training such as SOVA, Medication, infection control, Food Safety hygiene, DoLS, First Aid, Fire Safety, Electrical Safety, Risk Assessment, epilepsy and buccal midazolam to name a few through the Local Authority and Social care TV. More specialised health trainings such as Peg Feeding, Diabetes control are sourced from through the District Nurses. HR training is sourced through Peninsula HR services.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The organisation advertises all job vacancies through indeed when a post becomes available. There is also a staff bonus incentive in place for introducing a friend. Once a suitable candidate is identified, they are given robust induction and training arranged for any training gaps identified. All employees who work for the organisation are assured 2 full days off, flexible working days/hours based on their contracts. They benefit from employee of the month scheme, supervision and feedback.

Service Profile

Service Details

Name of Service	Alexandra House
Telephone Number	01745889179
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Some of our staff members are trained in the use of Makaton and the use of the Eye gaze technology for our non-verbal residents.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	26
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Fees Charged

The minimum weekly fee payable during the last financial year?	1638.70
The maximum weekly fee payable during the last financial year?	1638.70

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	1
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?	We send out questionnaires to our clients for feedback and some families are also consulted with via telephone calls or face-to-face meetings to ascertain their views about the service. This is done on a 6 monthly basis and all information collated goes towards informing the RI's quality review reports.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The property benefits from a large garden space with raised flower beds for sensory needs and a raised vegetable bed for residents to plant their own vegetables. The raised sensory bed has herbs for smells and touch and residents are encouraged to use these. There is space for residents to sit outside on warm days with a pagoda to shade our wheelchair users from the sun. The pagoda is also the barbecue area and this is where residents have their summer barbecues. The garden is designed with artificial lawn for low maintenance and can be accessed both by stairs and a ramp for wheelchair users.

Provide details of any other facilities to which the residents have access	The property is equipped with a sensory room which has been fitted with sensory lights and a projector screen for cinema afternoons. There is also a separate changing room fitted with a changing bed and ceiling track hoist.
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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)	Yes
Makaton	Yes
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.	<p>The continuing aim of the organisation is to provide a professional and efficient service to meet all of the requirements of its residents, and the long-term goal is to obtain the highest possible level of satisfaction from residents and relatives.</p> <p>Residents' views will be sought, collated and used to inform the services we provide.</p> <p>All Residents should:</p> <ul style="list-style-type: none"> - Receive the highest quality care and support possible. - Have a say in the running of the organisation through routine evaluations information is gathered and a larger survey of resident opinion carried out on an annual basis. Although confidential, the results of this survey are published and distributed to all residents and purchasers. Comments and feedback are also sought from Residents' relatives, carers, friends, advocates, and other stakeholders. - Residents and their families are expected to be free to complain about any aspect of the running of the services provided, and to have their complaints welcomed and acted upon promptly. <p>To this end, the organisation operates a robust complaints procedure.</p> <p>All staff, including senior managers, are expected to demonstrate their commitment, understanding and adherence to delivering the highest standards of quality care services to all of our residents, in all aspects of their day-to-day roles, and to discharge their responsibilities accordingly. In particular, the owner and management team bear the responsibility for establishing, maintaining, and implementing a quality management system. This system helps to set standards and to make changes to achieve improved standards, the process is reviewed regularly.</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>The management and staff ensure that all users of the service are monitored and closely supervised to ascertain any changes in their support needs. The residents are encouraged to participate in activities which are tailored to their needs as well as those identified to enhance life skills and further development.</p> <p>Residents currently continue to undergo daily COVID-19 LFT tests and the staff take precaution in ensuring that effective infection control management is adhered to. Changes in residents' behaviours or demeanours are reported promptly and accurately to the relevant people i.e. family members, social workers, health and occupational therapists. All staff members receive full training in medication management and other mandatory training courses such as First Aid, Food Safety Hygiene, Epilepsy, Autism, Fire Safety, Electrical Safety, Health and Safety, Dols, to name but a few.</p> <p>Residents are afforded balanced and nutritional meals in line with their dietary requirements.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our organisation adheres to the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Wellbeing (Wales) Act 2014 Part 7 by implementing processes and procedures to prevent residents from being abused by staff or other people they may have contact with when using the service, including their visitors. This includes safeguarding residents from suffering any form of abuse or improper treatment while receiving care and treatment (improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005).</p> <p>We are acutely aware of the importance of care and support planning and the impact, it can have when it is not undertaken in a planned and systematic way. The individual, their needs and preferences must be at the core of the process. Information giving and sharing, with the individuals needs preferences and choices being heard and listened to and their role influencing and controlling the shaping of their care and support plan is fundamental in ensuring person centred care.</p> <p>Any plan is likely to include some risks for individuals. Reasonable and responsible risks are inherent to quality of life. For any situation that entails risk which is identified during the creation of an individual's care plan, a formal risk assessment will be undertaken. This will list and weigh up the positive benefits against the possible adverse effects of the proposed action; the precautions that should be taken; and the arrangements for reconsidering the matter, when appropriate. These factors and the measured conclusion of the risk assessment are recorded as part of an individual personal Plan.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Our organisation adheres to the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Wellbeing (Wales) Act 2014 Part 7 by implementing processes and procedures to prevent residents from being abused by staff or other people they may have contact with when using the service, including their visitors. This includes safeguarding residents from suffering any form of abuse or improper treatment while receiving care and treatment (improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005).</p> <p>Prior to admission, we conduct a full and comprehensive Pre-Admission Assessment with the resident, their relatives or representatives involved where requested. The manager or a senior support staff trained to assess needs will ensure that consent can be given where there are capacity concerns. During national emergency, such provisions of duty have been amended to ensure that powers can be exercised. People are supported to maximise their potentials and do as much as they can for themselves. They are encouraged to take part in all activities as well as being involved as participating members of the wider community. This organisation strives to ensure that its services are accessible to all people. This includes a commitment to the accessible information standard, where information will be provided in the format of choice (if applicable) to ensure people can make informed decisions and feel free from discrimination. People are treated as individuals and not discriminated against in respect of their protected characteristics and this is supported by staff training, awareness, and ongoing review of our policies and procedures.</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>4</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.

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	1
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff were also given training in COVID-19, Skin integrity, Continence promotion, DoLS, Fire Safety, Electrical Safety, Epilepsy and Buccal Midazolam, PEG feeding, Challenging behavior, COSHH and diabetes monitoring
	<p>Contractual Arrangements</p>	
	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	
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		

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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior 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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior support Staff were also given training in Confidentiality, Challenging behaviour, COSHH and diabetes monitoring, Assessing Needs, Care Certificate induction, COVID-19, Skin integrity, Continence promotion, DoLS, Fire Safety, Electrical Safety, Epilepsy and Buccal Midazolam, PEG feeding to name a few.

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
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The typical shift pattern for this role is from 8:30am to 4pm or 9:30am to 6pm. If respite cover is required, the staff member will work from 11am - 11pm then sleep-in till 7am and then finish at 11am the following day.
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	0
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	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type.	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 staff members work full time. They start from 11am one day and finish at 11am the next day. A typical shift pattern would be as follows: 11am - 11pm, (sleep-in 11pm -7am) and then 7am - 11am the following day. 3 full time staff members do 2 shifts each and the part time staff works 1 shift per week.
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	1
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
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	Alexandra House Support Services
Telephone Number	01745889179
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements

Other languages used in the provision of the service

Some staff members are able to communicate in Welsh.

Service Provision

People Supported

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

26

Fees Charged

The minimum hourly rate payable during the last financial year?

19.81

The maximum hourly rate payable during the last financial year?

20.13

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

1

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?

We have the following system and procedures in place to support us in our aim of resident satisfaction and continual improvement throughout our organisation. We conduct regular gathering and monitoring of resident, family, or relevant person's feedback through formal and informal processes. Informal processes include face-to-face or telephone discussions and formal processes include sending out questionnaires to residents (if deemed appropriate) or to their main carers as well as professionals who work closely with them.

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

Yes

British Sign Language (BSL)

No

Other

Yes

List 'Other' forms of non-verbal communication used

Eye gaze

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>In addition to receiving completed care plans from the Local Authority prior to a care package commencing, our domiciliary coordinators also conduct a preliminary visit to ascertain the prospective clients wishes on how they would like their care delivered. This ensures that the client is able to influence care delivery and that the Management and staff of Alexandra House Support Services have respect for clients autonomy.</p> <p>We also have Robust Quality Management Systems employed, which are designed to provide a framework to continuously monitor, measure, audit and analyse our performance against predetermined key quality Standards</p> <p>Methods employed include:</p> <ul style="list-style-type: none"> - Regular gathering and monitoring of clients, family, or relevant person's feedback, through face-to-face meetings, telephone calls or 6 monthly questionnaires. - A complaints procedure - - Selection and performance monitoring of suppliers against set criteria.
<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>We encourage our clients to air their views and report any concerns they may. The RI/manager ensures that clients and their families are fully informed of the services complaints procedure. The Manager / RI regularly contacts clients to establish whether their support needs are being effectively met by the staff assigned to deliver their care or support.</p> <p>The organisation is acutely aware that staff training, communication, multi-agency information sharing and supervision is an integral part of maintaining quality in service delivery.</p> <p>The management and care coordinators work closely with social workers and Occupational Therapists and other professionals from health to ensure that the care delivered is appropriate and meets the wellbeing needs of the client.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our organisation adheres to the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Wellbeing (Wales) Act 2014 Part 7 by implementing processes and procedures to prevent clients from being abused by staff or other people they may have contact with when using the service, including their visitors. This includes safeguarding clients from suffering any form of abuse or improper treatment while receiving care and treatment (improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005).</p> <p>We are acutely aware of the importance of care and support planning and the impact it can have when it is not undertaken in a planned and systematic way. The individual, their needs and preferences must be at the core of the process. Information giving and sharing, with the individuals needs, preferences and choices being heard and listened to and their role influencing and controlling the shaping of their care and support plan is fundamental in ensuring person centred care.</p> <p>Any plan is likely to include some risks for individuals. Reasonable and responsible risks are inherent to quality of life. For any situation that entails risk which is identified during the creation of an individual's care plan, a formal risk assessment will be undertaken. This will list and weigh up the positive benefits against the possible adverse effects of the proposed action; the precautions that should be taken; and the arrangements for reconsidering the matter, when appropriate. These factors and the measured conclusion of the risk assessment are recorded as part of an individual's Care Plan.</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>5</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.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	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.	PEG, Infection Control, Electrical safety, Fire Safety , Autism, Supervision Management, Dols, Food Hygiene, COVID-19, Safe Administration of medication to name a few.
	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?	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	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.	PEG, Infection Control, Electrical safety, Fire Safety , Autism, Supervision Management, Dols, Food Hygiene, COVID-19, Safe Administration of medication to name a few.
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	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	1
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?	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	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.	PEG, Infection Control, Electrical safety, Fire Safety , Autism, Supervision Management, Dols, Food Hygiene, COVID-19, Safe Administration of medication to name a few.
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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	0
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	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG, Infection Control, Electrical safety, Fire Safety, Autism, Supervision Management, Dols, Food Hygiene, COVID-19, Safe Administration of medication to name a few.

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	2
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	5
No. of staff working towards the required/recommended qualification	1

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.	Our Financial Administrator is responsible for processing all invoices and payroll. We also have 2 drivers who assist with getting our domiciliary non driver staff members to their calls.

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	1
Equality, Diversity & Human Rights	1
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	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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0