

# 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:	Bramble Bay Ltd	
The provider was registered on:	10/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Brambles	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/08/2018
	Responsible Individual(s)	AMANDA HILL
	Manager(s)	Gemma Smith
	Maximum number of places	8
	Service Conditions	There are no conditions associated to this service
	The Rookery	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/08/2018
	Responsible Individual(s)	AMANDA HILL
	Manager(s)	AMANDA HILL, Amy Driscoll
	Maximum number of places	8
	Service Conditions	There are no conditions associated to this service
	The Baytrees	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	10/08/2018
	Responsible Individual(s)	AMANDA HILL
	Manager(s)	Gemma Smith
	Maximum number of places	5
	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	During covid there was no face to face training so we sourced online training from our face to face trainer, which worked well in the interim to ensure all of our immediate training needs were met. After investigating options for training we have moved to another online training provider that offers a more expansive level of training subjects and currently all staff complete 22 mandatory training programmes online. We have sourced a dedicated PBM/PBS trainer registered with BILD
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We have used Indeed for all of our main recruitment, with social media and word of mouth also playing a part.</p> <p>We have used an agency recommended by our contracting and commissioning authority.</p> <p>Staff retention is improving with more regular staff meetings, acknowledgement of Birthdays and jobs that have been well done by staff</p> <p>In house promotion, and an supportive approach to progression has also helped with staff retention, many feel this has given them more of a drive to do well and progress</p>
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#### Service Profile

##### Service Details

Name of Service	The Baytrees
Telephone Number	01834811024
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	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	4000

##### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Quality assurance questionnaires have been completed by residents and their families, new management are putting in place regular resident meetings.

##### Service Environment

How many bedrooms at the service are single rooms?	5
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?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	gardens to the side of the property with a summerhouse for residents to enjoy the outdoor area, patio furniture to allow residents to enjoy alfresco dining
Provide details of any other facilities to which the residents have access	residents can visit our sister home to make use of their extensive gardens, day centre with hot tub and varied activities

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total communication is used throughout the home with pictorial signs used where appropriate. residents own specific signs are documented and used by staff

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Regular reviews are carried out with care Managers (social workers, specialist community nurses and all other professionals involved within the care planning process. These could be annually or when required. All family members and other relevant people are also invited and their thoughts and views are asked for during the quality assurance review process. any incidents or concerns are shared with CIW safeguarding and NHS Wales quality assurance. Policies and procedures promote our practice and reflect current legislation. Annual inspections are carried out by CIW and audits are carried out by NHS Wales quality assurance. The quality of care review invites families, professionals, visitors and staff to give their views and make any suggestions for improvement. Three monthly reviews are carried out by both manager and deputy manager in partnership with key-workers and service users themselves. These help us to recognise any areas of the SDP which may need adjusting, or what activities provide successful outcomes and any activities that are not working for the service user etc. the service users that are able, are encouraged to be involved as much as possible with the planning of their SDP and activities that they enjoy. service user meetings are conducted informally ensuring a relaxed atmosphere. Our service users are generally very happy with all the support and opportunities provided at Bramblebay Ltd. Their views and wishes are recorded as part of their 3 monthly review. The views of families, professionals and other relevant people are invited and recorded: as highlighted below.</p> <p>'We continue to be very happy with the care given at Baytrees. Given the circumstances of the past 2 years. We have been kept informed of all procedures at the home during the covid 19 epidemic. The safety of all residents were of high priority, to which we were thankful for, and this gave us peace of mind.'</p> <p>'Although the pandemic has prevented me from visiting, I am very grateful for the communication regarding their well-being during what I can only imagine has been a very challenging time for staff at Baytrees. I am totally satisfied with the care</p>

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Quality assurance staff, families and professionals. Please refer to section 1 for summaries and methods for collecting the views of service users using the service, their families and professionals, including direct quotes.</p> <p>All our residents are registered with the local medical centre and all receive their annual health check and medication review. Any resident requiring specialist access are referred through medical centre or appropriate professional depending on needs. General health and well being are monitored daily by support staff who know the individuals well and recognise changes in presentation and behaviour, suggesting underlying health problems. We have an excellent working relationship with our GP team who are attentive to all our residents needs. Health appointments are made by staff and each individual are supported accordingly to attend in accordance with ratios and care plans. Every medical referral or appointment is recorded and treatment and advice are recorded within the individuals care plan. Medication is administered for all residents by trained and competent staff who are trained in the safe handling of medications within the home. Any medical intervention by a medical team are relayed to the families and other relevant people that need to be informed.</p> <p>Residents are fully supported to maintain independence and social inclusion to attend any educational/work opportunities they choose enabling residents to have more control over everyday life this is supported by robust risk assessments.</p> <p>Discussions during supervisions and staff handovers supports the staff to make any adjustments where required and to improve outcomes.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Where individuals have the understanding and ability, they are able to talk to support staff, key workers and management about any worries or anxiety. All residents are made aware of the advocacy service they can contact if they need to discuss any concerns they have should they feel comfortable doing so. All staff have training in adult abuse and safeguarding and we have recently put senior members of staff on assessing capacity under the mental capacity Act.</p> <p>Our safeguarding and whistleblowing policies are relevant and up to date and procedures for whistleblowing and notifying any concerns to the safeguarding team are displayed in the staff office and covered during induction and supervisions and staff members are encouraged to download the safeguarding app to their mobiles. The principles of the well-being act, and mental capacity Act are highlighted and discussed during supervisions and all staff are made aware of their responsibilities.</p> <p>Working closely with individuals staff develop an understanding of their unique vulnerabilities. Service delivery plans reflect this in their support ratios for different environments and activities, and in the planning updating of activity and support plans.</p> <p>When deprivation of liberty safeguards are granted they are delivered in an easy read format to enable residents to understand more easily. Keyworkers explain the main points and discuss what this means in an appropriate way. Dols applications are submitted in a timely manner. There has been seven referrals made during 2022 and were managed through to conclusion with the support of the safeguarding team. No action was taken by the safeguarding team only proposals from management. Relevant training was updated to prevent recurrence.</p> <p>All incident reporting is fed through to the managers. Responses are made within 24 hours. This is also the procedure at week ends as there is always a manager on duty to support staff.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We carry out regular environmental inspections completing a health and safety audit is regularly carried out  
 A new roof and cladding as been carried out at Baytrees, freshly painted and new windows and doors this has made a vast difference to the house. New carpet have been laid in the lounge area and new non slip cushion floor laid in the dining room and small hall way. Our lounge area has been repainted and as stated had a new carpet laid making this a warm comfortable and inviting room for all residents to reside in if they so wish.  
 All our residents are supported and encouraged to manage a thorough clean and tidy of their bedrooms, this provides a sense of achievement and well-being all residents diaries reflect this. All our service users have activity plans that are unique to them. Those who are able are involved in planning and organising their activities and are encouraged to suggest any ideas they have. Activities are varied and appropriate to each resident. No activity is set in stone, but provide a starting point when deciding what they would like to do. Daily diaries show that residents are busy and have access to many different activities. These include attending a charity run work placement, tenderfoot sports for LD and disabilities, art classes, dance classes, walking clubs days out of individuals choice and group holidays and many more. During the pandemic staff have been imaginative in finding new ways to keep residents active, busy and happy with positive results. During the pandemic our vast garden area was utilised by our residents and their new summer house in the grounds was used for quiet times.  
 Residents have been able to maintain contact with family and friends when restrictions have been put in place during covid, this has been done via video calling and telephone conversations this has been very positive and as helped with the wellbeing of the residents. Close monitoring by 1-1 staff and risk assessments are in place to enable these to take place.  
 We have made progress with the 'Welsh Active Offer' and this is raised through all supervisions. Staff are willing to use the Welsh language whenever they can and to use simple instructions and greetings in Welsh, all new learners are given a link to access the easy to learn Welsh language when doing their QCF.

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)	35
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1

No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	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.	manager completing level 5 qualification in Health and social care management
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	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.	completing health and social care qualifications relevant to role

#### 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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2

#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### Nursing care staff

Does your service structure include roles of this type?	No
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#### Registered nurses

Does your service structure include roles of this type?	No
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#### 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	12
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	6
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	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.	completing relevant health and social care qualifications pertinent to role
<p>Contractual Arrangements</p>	
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
<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)	7
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-9 7-2 2-9
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	2

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>	
<p>Filled and vacant posts</p>	
No. of staff in post	36
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	14
Health & Safety	36
Equality, Diversity & Human Rights	36
Infection, prevention & control	36
Manual Handling	36
Safeguarding	36
Medicine management	36
Dementia	36
Positive Behaviour Management	36
Food Hygiene	36
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and social care qualifications relevant to job role
<p>Contractual Arrangements</p>	
No. of permanent staff	36
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)	12
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7-9 2-9 7-2 9-7 sleep in shift
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16

No. of staff working towards the required/recommended qualification	20
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	The Brambles
Telephone Number	01834811024
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	we also have staff that can speak in Polish

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	8
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	4000

##### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	quality assurance was carried out with residents and their families

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	large grounds with a summerhouse, and patio with outdoor furniture to allow alfresco dining
Provide details of any other facilities to which the residents have access	Daycentre on site, with hot tub and daily activities

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	total communication, pictorial signs around the house and use of person specific sign language

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>Regular reviews are carried out with care Managers(social workers, specialist community nurses and all other professionals involved within the care planning process. These could be annually or when required. All family members and other relevant people are also invited and their thoughts and views are asked for during the quality assurance review process.any incidents or concerns are shared with CIW safeguarding and NHS wales quality assurance . Policies and procedures promote our practice and reflect current legislation. Annual inspections are carried out by CIW and audits are carried out by NHS wales quality assurance .The quality of care review invites families, professionals, visitors and staff to give their views and make any suggestions for improvement. Three monthly reviews are carried out by both manager and deputy manager in partnership with key-workers and service users themselves. These help us to recognise any areas of the SDP which may need adjusting, or what activities provide successful outcomes and any activities that are not working for the service user etc. the service users that are able, are encouraged to be involved as much as possible with the planning of their SDP and activities that they enjoy.service user meetings are conducted informally ensuring a relaxed atmosphere. Our service users are generally very happy with all the support and opportunities provided at Bramblebay Ltd. Their views and wishes are recorded as part of their 3 monthly review. The views of families, professionals and other relevant people are invited and recorded:as highlighted below.          'We continue to be very happy with the care given at Bramblebay Ltd. Given the circumstances of the past 2 years. We have been kept informed of all procedures at the home during the covid 19 epidemic. The safety of all residents were of high priority, to which we were thankful for, and this gave us peace of mind.'          'Although the pandemic has prevented me from visiting, I am very grateful for the communication regarding his well-being during this time</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Quality assurance staff, families and professionals. Please refer to section 1 for summaries and methods for collecting the views of service users using the service, their families and professionals, including direct quotes.          All our residents are registered with the local medical centre and all receive their annual health check and medication review. Any resident requiring specialist access are referred through medical centre or appropriate professional depending on needs. General health and well being are monitored daily by support staff who know the individuals well and recognise changes in presentation and behaviour , suggesting underlying health problems.we have an excellent working relationship with our GP team who are attentive to all our residents needs. Health appointments are made by staff and each individual are supported accordingly to attend in accordance with ratios and care plans. Every medical referral or appointment is recorded and treatment and advice are recorded within the individuals care plan. Medication is administered for all residents by trained and competent staff who are trained in the safe handling of medications within the home. Any medical intervention by a medical team are relayed to the families and other relevant people that need to be informed .          Residents are fully supported to maintain independence and social inclusion to attend any educational/work opportunities they choose enabling residents to have more control over everyday life this is supported by robust risk assessments.          Discussions during supervisions and staff handovers supports the staff to make any adjustments where required and to improve outcomes.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Where individuals have the understanding and ability, they are able to talk to support staff, key workers and management about any worries or anxiety. All residents are made aware of the advocacy service they can contact if they need to discuss any concerns they have should they feel comfortable doing so. All staff have training in adult abuse and safeguarding and we have recently put senior members of staff on assessing capacity under the mental capacity Act.</p> <p>Our safeguarding and whistleblowing policies are relevant and up to date and procedures for whistleblowing and notifying any concerns to the safeguarding team are displayed in the staff office and covered during induction and supervisions and staff members are encouraged to download the safeguarding app to their mobiles. The principles of the well-being act, and mental capacity Act are highlighted and discussed during supervisions and all staff are made aware of their responsibilities.</p> <p>Working closely with individuals staff develop an understanding of their unique vulnerabilities. Service delivery plans reflect this in their support ratios for different environments and activities, and in the planning updating of activity and support plans.</p> <p>When deprivation of liberty safeguards are granted they are delivered in an easy read format to enable residents to understand more easily. Keyworkers explain the main points and discuss what this means in an appropriate way. Dols applications are submitted in a timely manner. There has been seven referrals made during 2022 and were managed through to conclusion with the support of the safeguarding team. No action was taken by the safeguarding team only proposals from management. Relevant training was updated to prevent reoccurrence.</p> <p>All incident reporting is fed through to the managers. Responses are made within 24 hours. This is also the procedure at week ends as there is always a manager on duty to support staff.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Regular environmental inspections are carried out and health and safety audits are completed regularly.</p> <p>We have upgraded our kitchen and dining room with non slip flooring which also prevents contamination and makes sanitising more effective. New carpets have been laid throughout the downstairs area and new wall covering in the hallway. New double front door has been installed in the front entrance making this more assessable for our wheelchair users, and a new door has been installed in one of the residents bedroom. Our lounge area has been repainted and as stated had a new carpet laid making this a warm comfortable and inviting room for all residents to reside in if they so wish.</p> <p>All our residents are supported and encouraged to manage a thorough clean and tidy of their bedrooms, this provides a sense of achievement and well-being all residents diaries reflect this. All our service users have activity plans that are unique to them. Those who are able are involved in planning and organising their activities and are encouraged to suggest any ideas they have. Activities are varied and appropriate to each resident. No activity is set in stone, but provide a starting point when deciding when deciding what they would like to do. Daily diaries show that residents are busy and have access to many different activities. These include attending esteem a charity run work placement, stackpole gardens another workplace for residents that choose to attend, art classes, dance classes, walking clubs days out of individuals choice and group holidays and many more. During the pandemic staff have been imaginative in finding new ways to keep residents active, busy and happy with positive results. During the pandemic our vast garden area was utilised by our residents and their new summer house in the grounds was used for quiet times.</p> <p>Residents have been able to maintain contact with family and friends when restrictions have been put in place during covid, this has been done via video calling and telephone conversations this has been very positive and as helped with the wellbeing of the residents. Close monitoring by 1-1 staff and risk assessments are in place to enable these to take place.</p> <p>We have made progress with the 'Welsh Active Offer' and this is raised through all supervisions. Staff are willing to use the Welsh language whenever they can and to use simple instruction</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 35

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 2

Equality, Diversity & Human Rights 2

Infection, prevention & control 2

Manual Handling 2

Safeguarding 2

Medicine management 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. health and social care management qualifications relevant to job role

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	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.	health and social care qualifications relevant to job role

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
<b>Staff Qualifications</b>	
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	2
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	12
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	6
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	12
Manual Handling	12
Safeguarding	12
Medicine management	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.	Health and social care qualifications relevant to job role

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)	7
No. of part-time staff (17-34 hours per week)	5
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.	7-9 2-9 7-2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	2
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	36
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	14
Health & Safety	36
Equality, Diversity & Human Rights	36
Infection, prevention & control	36
Manual Handling	36
Safeguarding	36
Medicine management	36
Dementia	36
Positive Behaviour Management	36
Food Hygiene	36

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and social care qualifications relevant to job role
<b>Contractual Arrangements</b>	
No. of permanent staff	36
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	7-9 2-9 7-2 9-7
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	20
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

#### Service Details

Name of Service	The Rookery
Telephone Number	01239711038
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	9
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Fees Charged

The minimum weekly fee payable during the last financial year?	1400
The maximum weekly fee payable during the last financial year?	3000

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regular reviews of service delivery plans with residents, residents meetings are held monthly, we have an open door policy for residents to speak to management and the RI with any concerns or changes they may wish to take place, RI and management plan regular activities with residents to give them the confidence to approach them should they need to

Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	6
How many bathrooms have assisted bathing facilities?	6
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	We have a grassed paddock with a swinging seat and trampoline, we also have a patio area at the rear and side of the property with chairs and tables to allow alfresco dining and relaxation
Provide details of any other facilities to which the residents have access	Residents have access to our other property in Tenby that has a day centre with a hot tub and craft activities

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	total communication, individual sign languages specific to the resident

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 Rookery is governed by the local authorities of Carmarthenshire, Pembrokeshire, and Ceredigion, we are regularly audited by these authorities during review meetings for all people within our care. We are also audited by the NHS to ensure we are meeting care requirements as per current legislation.

During the past 15 months we have worked hard at building the relationships with multi agency departments and they have been invaluable in the support and guidance they have offered us, from our inspectors at CIW and NHS to social workers, community nurses, OT/physio and our local pharmacy.

During these audits we must evidence how we are meeting the needs of the people we support, we currently evidence this with daily diaries, individual goals, activity timetables and our staffing rota.

Currently the quality assurance process is carried out once a year, this involves the residents, families and friends, professionals and the staff team, a questionnaire is disseminated throughout all the above parties and the results are collated and displayed in an appropriate way to allow a clear understanding for all. This allows us to see the areas we are performing well in and the areas we need improvement in.

We have worked hard as a new management team to work on the areas that were causing problems for the old management team, we used the reports from our inspectors at CIW and NHS to assist us in clearly identifying where the problem areas were. We also use the quality assurance process to identify any other problem areas for staff as well as the people we support, we discussed individual quality assurances during the appraisal process this year, to allow complete transparency and clarity on how we were working at solving the problems that were highlighted within the home.

We have also worked hard in empowering the people within our care to have a voice, choice, and control in all aspects of their lives, this is evidenced within their service delivery plans, daily diaries, activity plans, quality assurance and the general atmosphere within the home. Which all individuals visiting the home have noted on what a lovely welcoming and happy place the home is.

“This is a very good home to work in, and offers I feel a very good environment for the residents, I have worked in quite a number of care homes, this home appears to be striving to improve the lives of residents and offer them choices” (staff member)

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

People within our home are supported with choices in the day-to-day activities they carry out, our aim is to be completely inclusive in all areas of people's lives we encourage and support independence with daily living tasks such as keeping living areas clean and tidy, support with any personal care requirements with the emphasis on support and inclusion, cooking, shopping etc, this is all evidenced within people's daily diaries and activity plans.

Any medication needs are supported and noted within care files, with only trained competent staff administering medication.

"In my opinion the home does well in tailoring the care given to individuals, to suit and accommodate their particular needs" New staff member

We have regular visits from the community nurse and the occupational therapy team who offer support in the way of any specialist input that we would need for people, we also have the support of the speech and language team with our total communication training and specialist dietary advice. People in the home also access the dietitian for support with healthy eating.

5 mins from the care home is the local council run leisure centre, people access this to take part in weekly swimming activities and to use the gym, this is evidenced within the health section of people's service delivery plans, and within their daily diaries. People also take part in hydro-therapy sessions at a specialist hydro-therapy centre in Crosshands, which we have found to be especially beneficial for people we support with sensory needs.

GP appointments, hairdressers, dentistry, ophthalmic and regular podiatry appointments which are arranged in house with a podiatrist visiting us.

Annual health checks are carried out by the local GP surgery, with the Gp surgery supporting us with the covid and flu vaccination programmes for people.

The care home is located within the small town of Newcastle Emlyn, there are charity shops within the town that people within the home volunteer in, we also have a good relationship with one of the local hotels and they have employed an individual from the home on an as required basis to help out as a chambermaid, this has created a higher level of self-esteem, well-being and belonging within the people we care for and has helped us to foster a good relationship within our local community, this can be evidenced by the welcome the people from the care home receive when going into the local town.

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

What we do well and the evidence for it

- Within The Rookery we work under CYSUR, the information for this is held within a file and is freely available for all people to access, we also make use of the Wales safeguarding procedures app for electronic/mobile devices.
- Any safeguarding concerns or breaches in safeguarding protocol are reported in the correct manner and a record kept in everyone's file, safeguarding referrals are also logged with CIW online and where applicable on the NHS reporting platform, this allows for complete transparency in our safeguarding process.
- We discuss safeguarding during staff meetings, supervisions, staff have safeguarding and whistleblowing training as mandatory every year.
- During the Quality assurance process all staff felt that all people were safeguarded, and residents felt safe and protected from harm, one resident signed that they felt safe and happy here which was a heart-warming moment for the staff member supporting with the QA questionnaire.
- To ensure that all within the home feel happy safe and confident to report anything that may be concerning them, we introduced a new reporting and recording form which can be submitted directly to management or the owners of the business.
- We are currently in the process of redecorating and updating the home, with a continuing decoration theme extending to all people's bedrooms and communal spaces, all people will be supported to have decoration that suits their choices and needs.
- We have a daily cleaning schedule for all areas of the home which is audited by management on a weekly basis, we also have developed a maintenance log and maintenance reporting forms after maintenance and decoration issues were highlighted within the quality assurance.
- The updated and clearer complaints procedure with pictorial prompts and signposts included within it is discussed during staff meetings and residents' meetings. Residents within the home are encouraged to be open and honest when discussing what they like and do not like in and around the home and in relation to the care and support they receive.
- The increased staffing levels after covid restrictions has assisted in the home being able to offer more choice on the activities available to the people we support, also the wider demographic of staff has helped us to better support the needs of the people we support, we now have a mix of male and female staff and an age range from 18 to 75.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

What we do well and the evidence for it

The environment within the care home is regularly inspected by seniors, management, the owner and the Responsible Individual, these inspections are evidenced within the health and safety audits, maintenance reports and regulation 73 visits.

“Clean environment where people work together to ensure health and safety is maintained at all times. Clear policies in place. Excellent training given to all staff and strong management in place” (Assessor)

“seems good with a welcoming family feel” (family)

As detailed in previous sections there is an ongoing schedule of maintenance work that is being carried out, we have improved the maintenance reporting process, previously information was passed on to the manager responsible for health and safety via notes or by word of mouth, this left us with no way of logging what works had been reported and what works had been completed, we now have a maintenance reporting form and a spreadsheet that is populated and sent to the care manager and RI so that they are aware of any maintenance/health and safety issues. The reporting forms are held within a file in the deputy managers office to allow for clear accountability on when problems are reported and rectified.

people within the home are fully included in the decision process for any redecoration in and around the home and they have full choice on how they would like their personal spaces to look.

we are also currently in the process of changing the artwork in the home to be more appropriate to the people that live here and are using some of the beautiful artwork that they have created.

People within the home have been working on improving the outside areas, people have been supported to buy and plant seasonal flowers and create a pleasant space for them to have BBQs in an evening, a picnic bench was purchased in memory of a past resident and people were supported to put up solar lights in the area too, they have looked after and watered the area with support and are very proud of what they have achieved.

We are currently having the outside windows painted and have cleared away the intrusive foliage from the external walls of the building

within the grounds of the home is a paddock that we are planning on utilising further, we have purchased a swinging bench and are also looking at purchasing a large swing and other equipment to make the most of the space.

Extensive tree felling took place at the beginning of 2022

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)	36
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

Does your service structure include roles of this type?

Yes

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

#### Filled and vacant posts

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

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

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

Induction	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.	completed a level 5 qualification in Health and Social care residential management

#### 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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	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.	1 deputy manager undertaking level 4 qualification in Health and Social care
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	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
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	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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	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.	COSHH GDPR data protection Fire safety Epilepsy Autism person centred care recording and reporting privacy and dignity in care whistleblowing with confidence Dysphagia and choking communication
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)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-10 8-2 2-10
<b>Staff Qualifications</b>	
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 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.	
<b>Filled and vacant posts</b>	
No. of staff in post	26
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	14
Health & Safety	26
Equality, Diversity & Human Rights	26
Infection, prevention & control	26
Manual Handling	26
Safeguarding	26
Medicine management	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH GDPR data protection Fire safety Epilepsy Autism person centred care recording and reporting privacy and dignity in care whistleblowing with confidence Dysphagia and choking communication
<b>Contractual Arrangements</b>	
No. of permanent staff	26
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)	9
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	2

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	8-2 2-9 2-10 8-10
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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	20

Domestic staff

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

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

Does your service structure include any additional role types other than those already listed?	No
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