

# 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:	Care-in-Wales Ltd	
The provider was registered on:	23/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Care in Blaenau Gwent and Caerphilly	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/03/2020
	Responsible Individual(s)	Stephen Gamgee
	Manager(s)	Isabel Miller
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Care in the Vale	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	Stephen Gamgee
	Manager(s)	Isabel Miller
Partnership Area	Cardiff and Vale	
Service Conditions	There are no conditions associated to this service	

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All our new recruits take part in an induction programme of 6-7 days which covers the mandatory topics. We also use this opportunity to book existing staff on parts of the training day for refresher training on certain topics i.e. manual handling, infection control, safeguarding etc. We have a diary system within our care system that can be set to remind us of staff who is in need of refresher training. We also nominate staff for upcoming training that is in line with client's needs/care package
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We continue to advertise vacancies locally through recruitment agencies, online and other media. Due to the poor uptake of vacancies (and not attending interviews), we have invested in becoming a sponsored employer and have started to recruit care staff from abroad from January 2023. We continue our aim to remain a competitive employer of choice. We have introduced free life insurance for all our staff and inclusion in a quarterly bonus scheme in a further attempt to retain our staff.

## Service Profile

Service Details

Name of Service	Care in Blaenau Gwent and Caerphilly
Telephone Number	02922747600
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

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

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	20.00

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?	We meet new clients prior to the start of their care package and will discuss their requirements and expectations of the service that we provide during the initial assessment. During the care reviews every 3 months we ensure that we consult our clients about their care and check if any of the personal outcomes that they have set has changed. This is also an opportunity to make sure that they are happy with our service. During the first month we will contact our new clients weekly to determine if there are any 'growing pains' and help resolve those (if any). We also supply all our clients with weekly rotas so that they know who to expect at their calls. We phone our clients (or their family/friends) should there be an update about something that will affect them or their care. Clients can leave messages in their home file which we will pick up at the calls. We alternate the client surveys that we conduct every 6 months with either a face-to-face surveys or a telephone/postal one.

Communicating with people who use the service

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

The Responsible Individual must prepare the statement of compliance.

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

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

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

Reviewing care plans: There are many ways in which clients' voices can be heard. On an individual basis the most formal structural way is through the reviews that we do every 3 months. Every aspect of the care plan is reviewed and changed according to the clients' wishes and within guidance of other professionals. Discussion around a proposed change is undertaken to ensure that the change is an informed one and that the client is aware of the possible consequences, good or bad, of the change and consent to it. Frequently family members contribute to the review and sometimes so do professionals such as social workers, occupational therapists etc. who are involved in the client's well-being. We have a robust system in place ensuring that we do not miss the 3-month reviews whereby they are automatically 'flagged'. This eliminates the opportunity for errors by reliance on human intervention. Some client reviews have taken place outside the 3-month structure where the client wished to make changes or where our staff considered it advisable to ensure that those client's needs were met. These requests came directly either from the particular client or their regular care staff and was passed to the respective Team Leaders who then arranged for a review meeting or alternatively referred the request to Social Services for approval. Management ensured that these individual requests were followed up and actioned ensuring the welfare of our clients. The team has completed face-to-face reviews and telephone reviews/welfare checks. In all instances the feedback or changes requested during these reviews were well documented and logged for reference and quality purposes. Should something prevent a review taking place – hospital admission, family or staff sickness etc., our care system (CareFree) automatically generates an alarm and allow us to reschedule another appointment.

Client feedback/surveys: On both an individual and collective basis client views have also been obtained through the 6-monthly client surveys that we do which covers the views of our clients and how they perceive the way their care is delivered to them. Our aim is to always ask our clients for feedback that is relevant to them and the care that they receive. During the last survey that we conducted we received an overwhelmingly positive response from the participants. Another aspect of being heard is how we respond to complaints. All complaints are investigated and addressed by our management team.

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.

Monitoring and reporting: There is effective communication between management and the staff when it comes to reporting concerns or improvements in a person's health and/or wellbeing. We make every effort to log and report any signs of deterioration in a client's health, whether physically or mentally. Although we are not necessarily trained to deal with this ourselves, we certainly report this to social services or family, voice our concerns and work with them to find practical solutions. Our care staff makes a positive contribution in relaying concerns that they have about a particular client either by sharing this information with their colleagues or report it to management. This is done using private messages or phone calls to our office or on call service or by merely leaving a message in the communication sheet in a client's home file.

Keeping people informed: We also believe that it is important to keep our staff informed about concerns about clients they may well visit. We have a weekly team letter that we distribute to our staff where we share important information about clients (new and existing) to ensure that our staff are well prepared when they attend calls of clients who may be experiencing some setback or a sudden change in circumstances.

This has proven to be an essential tool for management to communicate with our care staff who work remotely and having team meetings daily for handovers are not practically possible or feasible in the industry that we work in.

Reporting to professionals: I am confident that the Care Manager and Team Leaders have built good relationships with other professionals and as a result we certainly have gained a reputation for keeping them informed of concerns as well as positive feedback.

Clients do not always have social workers assigned to their care and by raising awareness about certain problems our clients (or we) are experiencing will help to build a holistic view of every one's care and ensure that there is professional intervention when needed and without delay. This does not mean that we do not strive to find solutions to problems ourselves first but ensure that our staff work within the guidelines set out by the Social Care Wales Code of Practice as well as our own values.

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

All our staff receive SOVA (Safeguarding of Vulnerable Adults) as part of their Induction training and 'refresher' training automatically scheduled annually.

Introductory training furthermore analyses the link between power (imbalance of) and abuse, and how the correct application of Person Centred Care (decision-making in the power of the client) can prevent the use of power becoming the abuse of power.

Any hint of concerns about abuse or neglect triggers immediate reports to the Team Leaders who will report it straight away to the Care Manager/Chief Executive. From there the Team Leaders will continue their investigation into the matter and discuss the findings with the Care Manager/Chief Executive. The Care Manager/Chief Executive will report the matter to the Local Authorities' safeguarding team (who will determine whether a VA1 should be raised), report it to the CIW via a Regulation 60 notification and/or the Police or Social Care Wales if need be. If there is any further action to be taken by Care Manager/Chief Executive i.e., staff management then we will follow our internal disciplinary process with the guidance of our external human resource consultants.

I believe that the Team Leaders and Care Manager/Chief Executive are managing this well and that the clients can be assured that their safety and protection against possible abusive is at the top of their priority.

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)	11
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.	
	Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Incident Reporting, Employee Complaints, Health Issues at Work, Time Management, How to hold difficult conversations, Holding meaningful Supervisions, HR in 2022, HR in 2023, New rules for suspending an employee 2023, NMW Guidance, Tackling Bullying in the Workplace
	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	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care, COSH, Diabetes Awareness, First Aid, Medication, Mental Capacity, Oral Care, Parkinson's Awareness, PPE training, Pressure Area Care, Infection Control, Personal 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
<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	2
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	6
<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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	18
Safeguarding	18
Dementia	18
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care, COVID19 Essentials, Continence Care, Cough Assist, Diabetes Awareness, Medication, Oral Care, Parkinson's Awareness,
Contractual Arrangements	
No. of permanent staff	9
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	4
<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)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details

Name of Service	Care in the Vale
Telephone Number	01446741905
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	89
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### Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	24.00

### Complaints

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



<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We meet new clients prior to the start of their care package and will discuss their requirements and expectations of the service that we provide during the initial assessment. During the care reviews every 3 months we ensure that we consult our clients about their care and check if any of the personal outcomes that they have set has changed. This is also an opportunity to make sure that they are happy with our service. During the first month we will contact our new clients weekly to determine if there are any 'growing pains' and help resolve those (if any). We also supply all our clients with weekly rotas so that they know who to expect at their calls. We phone our clients (or their family/friends) should there be an update about something that will affect them or their care. Clients can leave messages in their home file which we will pick up at the calls. We alternate the client surveys that we conduct every 6 months with either a face-to-face surveys or a telephone/postal one.</p>
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Communicating with people who use the service

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

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>Reviewing care plans: There are many ways in which clients' voices can be heard. On an individual basis the most formal structural way is through the reviews that we do every 3 months. Every aspect of the care plan is reviewed and changed according to the clients' wishes and within guidance of other professionals. Discussion around a proposed change is undertaken to ensure that the change is an informed one and that the client is aware of the possible consequences, good or bad, of the change and consent to it. Frequently family members contribute to the review and sometimes so do professionals such as social workers, occupational therapists etc. who are involved in the client's well-being. We have a robust system in place ensuring that we do not miss the 3-month reviews whereby they are automatically 'flagged'. This eliminates the opportunity for errors by reliance on human intervention. Some client reviews have taken place outside the 3-month structure where the client wished to make changes or where our staff considered it advisable to ensure that those client's needs were met. These requests came directly either from the particular client or their regular care staff and were passed to the respective Team Leaders who then arranged for a review meeting or alternatively referred the request to Social Services for approval. Management ensured that these individual requests were followed up and actioned ensuring the welfare of our clients. The team has completed face-to-face reviews and telephone reviews/welfare checks. In all instances the feedback or changes requested during these reviews were well documented and logged for reference and quality purposes. Should something prevent a review taking place – hospital admission, family or staff sickness etc., our care system (CareFree) automatically generates an alarm and allow us to reschedule another appointment.</p> <p>Client feedback/surveys: On both an individual and collective basis client views have also been obtained through the 6-monthly client surveys that we do which covers the views of our clients and how they perceive the way their care is delivered to them. Our aim is to always ask our clients for feedback that is relevant to them and the care that they receive. During the last survey that we conducted we received an overwhelmingly positive response from the participants. Another aspect of being heard is how we respond to complaints. All complaints are investigated and addressed by our management team.</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>Monitoring and reporting: There is effective communication between management and the staff when it comes to reporting concerns or improvements in a person's health and/or wellbeing. We make every effort to log and report any signs of deterioration in a client's health, whether physically or mentally. Although we are not necessarily trained to deal with this ourselves, we certainly report this to social services or family, voice our concerns and work with them to find practical solutions. Our care staff makes a positive contribution in relaying concerns that they have about a particular client either by sharing this information with their colleagues or report it to management. This is done using private messages or phone calls to our office or on call service or by merely leaving a message in the communication sheet in a client's home file.</p> <p>Keeping people informed: We also believe that it is important to keep our staff informed about concerns about clients they may well visit. We have a weekly team letter that we distribute to our staff where we share important information about clients (new and existing) to ensure that our staff are well prepared when they attend calls of clients who may be experiencing some setback or a sudden change in circumstances. This has proven to be an essential tool for management to communicate with our care staff who work remotely and having team meetings daily for handovers are not practically possible or feasible in the industry that we work in.</p> <p>Reporting to professionals: I am confident that the Care Manager and Team Leaders have built good relationships with other professionals and as a result we certainly have gained a reputation for keeping them informed of concerns as well as positive feedback.</p> <p>Clients do not always have social workers assigned to their care and by raising awareness about certain problems our clients (or we) are experiencing will help to build a holistic view of every one's care and ensure that there is professional intervention when needed and without delay. This does not mean that we do not strive to find solutions to problems ourselves first but ensure that our staff work within the guidelines set out by the Social Care Wales Code of Practice as well as our own values.</p>

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

All our staff receive SOVA (Safeguarding of Vulnerable Adults) as part of their induction training and 'refresher' training automatically scheduled annually.

Introductory training furthermore analyses the link between power (imbalance of) and abuse, and how the correct application of Person Centred Care (decision-making in the power of the client) can prevent the use of power becoming the abuse of power.

Any hint of concerns about abuse or neglect triggers immediate reports to the Team Leaders who will report it straight away to the Care Manager/Chief Executive. From there the Team Leaders will continue their investigation into the matter and discuss the findings with the Care Manager/Chief Executive. The Care Manager/Chief Executive will report the matter to the Local Authorities' safeguarding team (who will determine whether a VA1 should be raised), report it to the CIW via a Regulation 60 notification and/or the Police or Social Care Wales if need be. If there is any further action to be taken by Care Manager/Chief Executive i.e., staff management then we will follow our internal disciplinary process with the guidance of our external human resource consultants.

I believe that the Team Leaders and Care Manager/Chief Executive are managing this well and that the clients can be assured that their safety and protection against possible abusive is at the top of their priority.

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)	45
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0

Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Incident Reporting, Employee Complaints, Health Issues at Work, Time Management, How to hold difficult conversations, Holding meaningful Supervisions, HR in 2022, HR in 2023, New rules for suspending an employee 2023, NMW Guidance, Tackling Bullying in the Workplace
<b>Contractual Arrangements</b>	
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
<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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care, COVID19 Essentials, Continence Care, Cough Assist, Diabetes Awareness, Medication, Oral Care, Parkinson's Awareness, Peg Feeding, Incident Reporting, Employee Complaints, Health Issues at Work, Time Management, How to hold difficult conversations, Holding meaningful Supervisions,

<b>Contractual Arrangements</b>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

<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)	2
No. of part-time staff (17-34 hours per week)	1
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 social care worker	3
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care, COVID19 Essentials, Continence Care, Cough Assist, Diabetes Awareness, Medication, Oral Care, Parkinson's Awareness, Peg Feeding

#### Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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	45
No. of posts vacant	5

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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	39
Safeguarding	24
Dementia	49
Positive Behaviour Management	16
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter and Stoma Care, COVID19 Essentials, Continence Care, Cough Assist, Diabetes Awareness, Medication, Oral Care, Parkinson's Awareness

#### Contractual Arrangements

No. of permanent staff	45
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	23

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)	22
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	5

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	13

Other types of staff

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