

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:	Clarian Hope LTD	
The provider was registered on:	31/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Clarian Hope Bryncoch Residential Care	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/07/2018
	Responsible Individual(s)	Andrew Evans
	Manager(s)	Jonathon Evans
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Clarian Hope LTD Port Talbot Residential Care	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/08/2018
	Responsible Individual(s)	Andrew Evans
	Manager(s)	Christopher Williams
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Clarian Hope LTD Domiciliary Support Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/08/2018
	Responsible Individual(s)	Andrew Evans
	Manager(s)	Christopher Williams
	Partnership Area	West Glamorgan
	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	Our staff training is identified through our training matrix system which has all mandatory and optional training that is required by care workers within Wales. This allows us to breakdown our requirements and identify deadlines for refreshment courses. Organising the implementation of training is completed by our management team through a mix of online and in person courses. These are sourced from the local authority and private certified companies.
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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

Recruitment and retention of staff is undertaken by the management team in place within our organisation. This is done through a rigorous interview and hiring process to vet the best candidates for our organisation. For staff retention we ensure that our company is focused on creating a well organised and enjoyable workplace. We continue to offer additional skills experiences and additional training to our employee's so they can advance their abilities within the care sector.

Service Profile

Service Details

Name of Service	Clarian Hope Bryncoch Residential Care
Telephone Number	01639635043
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	2251.54
The maximum weekly fee payable during the last financial year?	2607.14

Complaints

What was the total number of formal complaints made during the last financial year?	0
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?	During the last financial we have continued our practice of insuring that people who use our service are informed and involved about the operation of our care. This is achieved through regular meetings in our organisational structure that feedback information directly from our residents to our management team. All decisions and changes are fed through top down and with family members that are directly involved with the decision making of an individuals care.

Service Environment

How many bedrooms at the service are single rooms?	3
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	The home is a detached property with a large drive for multiple cars. It has a large enclosed rear garden that has a trampoline, swing set, patio area. The rear garden gets plenty of sun and has a spacious lawn area.
Provide details of any other facilities to which the residents have access	The home has an attic room with en suite facility. All bedrooms are double rooms. There is a large communal lounge area that has access to sky TV and digital streaming services. This room also allows residents to perform various activities such as dance, karaoke, fitness. There is a large private bathroom and shower facility, downstairs and upstairs toilets.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>At Clarian Hope we always strive to ensure that our residents have the upmost say in the design structure and implementation of their care. We accomplish this in several ways such as consistent monthly reviews in which all aspects of our residents' lives are analysed and noted by our most senior staff members to give a comprehensive guide of how their care and life has been for that month. We find this is an incredibly useful to take the sometimes-large quantities of data and condense it into an easily digestible short report of information. We use this as a guide for examining the level of care and consistently reassessing if any changes or provisions are needed.</p> <p>To ensure that levels of care not only meet the needs of us as an organisation but also our residents we hold regular meetings with them to see their opinions and wants in regard to their care. This is obviously done in relation to our residents understanding and capacity. If family is involved with our residents' care, we involve them in this process too as they are important in being able to give us valuable information for tailoring our care to their family.</p> <p>In relation to our residents opportunities, they have always had access to a wide variety of choices when it comes to their activities and decisions that they make for how their day is structured. This is another instance in which if a resident is unable to properly communicate their wants and needs due to a lack of understanding or communication we work closely with family members to provide the best variety of activities that best suits the residents interests.</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>Health development and well-being are very important in modern life. This is equally the case for our residents and something we try to always consider when organising and structuring the care of our residents.</p> <p>Physical health is sometimes a point that can be overlooked beyond the usual structural design of attending regular doctors appointments and ensuring all the necessary checks are completed by healthcare professionals. We ensure these are done but also strive to ensure our residents lead active and healthy lives. This is done through encouragement of regular suitable exercise that ranges from in house exercise on workout bikes, to community walks or activities like dance classes and badminton sessions in local leisure centres. Thankfully we have access to a wide variety of facilities within our local area that allow us to provide a plethora of fun, enjoyable and physically enriching activities for our residents. This is a point we have always found to receive positive feedback from residents and families over so maintaining this is a priority for ourselves.</p> <p>Besides just the physical aspect of health we always strive to ensure our residents mental health and wellbeing is always looked after. We ensure our residents have access to any healthcare professional that is required or wanted to allow them access to whatever services are needed and ensure we keep a regular track if there is any changes in behaviour or demeanour. This can help to tie into our regular monthly reviews for analysing and examining if we may need to adjust levels of care or offer extra support and help for individuals who may be struggling in silence.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect is something we have always had a zero tolerance policy with it being one of our highest priorities being residents safety. Ensuring that our staff are trained in identifying and preventing abuse and neglect is one of our first tasks with any new staff member. Ensuring regular refreshers of this training is undertaken is also a useful tool to ensure our staff team keep this training fresh and in the forefront of their usual day to day activities. We are proud to be considered a safe and secure environment that we have had consistent good feedback from outside healthcare professionals and especially family who are pleased with the level of safety and security.</p> <p>Ensuring that this is a top priority means that we are always considering ways in which we can improve. We have regular reviews of our reporting systems and ensure that all aspects of our residents' lives are monitored and recorded to be able to have standards of accountability that keep everyone safe. Within a residential care setting this is extremely important to ensure the safety of our residents and staff members. We ensure to stress the importance of this in regular staff meetings.</p> <p>One of the areas we have seen a nice improvement on in regards to this is provision of access to training via our local council. Sometimes access to training can be very limited, especially in person training which we feel is usually the best and our go to option wherever possible. We are taking full advantage of any training provided by local authority and always stressed our feelings that this is a major point that should be considered to be expended wherever possible to not just help ourselves as an organisation but also improve standards across the board in the care industry.</p>

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

Within a residential setting we have to strive to make our setting fit for purpose and up to standards of meeting our residents needs. Sometimes this can be a difficult process within our care environment due to the nature of the setting and the logistics of making changes around our residents busy schedules and personal needs. We try our best to consistently strive for innovation and improvement however. We have several projects that are in different stages of completion and always ensure we are managing to maintain and improve our locations wherever possible.

Examples of doing this to support our residents personal outcomes and achievements ranges from redesign and decoration of residents rooms or communal shared spaces to ensure it fits their ever changing and adapting needs and personalities. One of the points we consistently receive praise for is the homeliness of our care homes. We have always taken a lot of pride in this and feel our ability to make our residents feel comfortable and at home where they live a huge success.

A point of ensuring we are advancing and making the correct plans comes from our communication that we have with residents and their families. This is a prime example of the previously mentioned improvements to personal space in which a resident or family member will communicate to us that improvements to their personal space would be a positive thing to see and they feel would improve their well-being and overall enjoyment of their time within that space. Using these points of communication is vital for us to determine our priority list for necessary improvements.

In regards to achievement of personal outcomes we use our previously mentioned discussions with residents and family members to adapt and tailor their care plans for improving their stay and determining what goals our aspirations they may have for the upcoming months or possibly even years. One aspect of care in this regards we like to implement is short and long term goals. Striving to find things out residents want to accomplish in the short term and what that may lead them to accomplish in the long term with us. Being able to see that growth and demonstrate that to their family and friends.

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)	12
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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
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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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various management related courses.
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No

Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Day Shift 8am - 3pm, 3pm - 10pm 1/2 staff Night Shift 10pm - 9am. 1 Staff

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
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	10
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	4
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	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.	Day shift 8am-3pm, 3-10pm. 3 staff on each shift Night shift 10pm - 9am. 1 Staff on each shift
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	5
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	Clarian Hope LTD Domiciliary Support Service
Telephone Number	07794364746
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?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
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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?	This service is currently dormant with plans to have use at a future date so this is not applicable.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	This service is currently dormant with plans to have use at a future date so this is not applicable.
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.	This service is currently dormant with plans to have use at a future date so this is not applicable.
The extent to which people feel safe and protected from abuse and neglect.	This service is currently dormant with plans to have use at a future date so this is not applicable.

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)	0

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?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	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?	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	Clarian Hope LTD Port Talbot Residential Care
Telephone Number	01639687540
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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1156.60
The maximum weekly fee payable during the last financial year?	2190.70

Complaints

What was the total number of formal complaints made during the last financial year?	0
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?	During the last financial year we have continued our practice of ensuring the people who use our service are informed and involved about the operation of their care. This is achieved through regular meetings in our organisational structure that feedback information directly from our residents to our management teams. All decisions and changes are fed through top down and with family members that are directly involved with the decision making of an individual's care.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
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	The home has a small rear patio garden and has a table and chairs along with a small shed for storage and wash facilities.
Provide details of any other facilities to which the residents have access	The residents have access to a small games room which has a TV with access to Virgin TV, games console and a music system.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<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>At Clarian Hope we always strive to ensure that our residents have the upmost say in the design structure and implementation of their care. We accomplish this in several ways such as consistent monthly reviews in which all aspects of our residents' lives are analysed and noted by our most senior staff members to give a comprehensive guide of how their care and life has been for that month. We find this is an incredibly useful to take the sometimes-large quantities of data and condense it into an easily digestible short report of information. We use this as a guide for examining the level of care and consistently reassessing if any changes or provisions are needed.</p> <p>To ensure that levels of care not only meet the needs of us as an organisation but also our residents we hold regular meetings with them to see their opinions and wants in regard to their care. This is obviously done in relation to our residents understanding and capacity. If family is involved with our residents' care, we involve them in this process too as they are important in being able to give us valuable information for tailoring our care to their family.</p> <p>In relation to our residents opportunities, they have always had access to a wide variety of choices when it comes to their activities and decisions that they make for how their day is structured. This is another instance in which if a resident is unable to properly communicate their wants and needs due to a lack of understanding or communication we work closely with family members to provide the best variety of activities that best suits the residents interests.</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>Health development and well-being are very important in modern life. This is equally the case for our residents and something we try to always consider when organising and structuring the care of our residents.</p> <p>Physical health is sometimes a point that can be overlooked beyond the usual structural design of attending regular doctors appointments and ensuring all the necessary checks are completed by healthcare professionals. We ensure these are done but also strive to ensure our residents lead active and healthy lives. This is done through encouragement of regular suitable exercise that ranges from in house exercise on workout bikes, to community walks or activities like dance classes and badminton sessions in local leisure centres. Thankfully we have access to a wide variety of facilities within our local area that allow us to provide a plethora of fun, enjoyable and physically enriching activities for our residents. This is a point we have always found to receive positive feedback from residents and families over so maintaining this is a priority for ourselves.</p> <p>Besides just the physical aspect of health we always strive to ensure our residents mental health and wellbeing is always looked after. We ensure our residents have access to any healthcare professional that is required or wanted to allow them access to whatever services are needed and ensure we keep a regular track if there is any changes in behaviour or demeanour. This can help to tie into our regular monthly reviews for analysing and examining if we may need to adjust levels of care or offer extra support and help for individuals who may be struggling in silence.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Abuse and neglect is something we have always had a zero tolerance policy with it being one of our highest priorities being residents safety. Ensuring that our staff are trained in identifying and preventing abuse and neglect is one of our first tasks with any new staff member. Ensuring regular refreshers of this training is undertaken is also a useful tool to ensure our staff team keep this training fresh and in the forefront of their usual day to day activities. We are proud to be considered a safe and secure environment that we have had consistent good feedback from outside healthcare professionals and especially family who are pleased with the level of safety and security.</p> <p>Ensuring that this is a top priority means that we are always considering ways in which we can improve. We have regular reviews of our reporting systems and ensure that all aspects of our residents' lives are monitored and recorded to be able to have standards of accountability that keep everyone safe. Within a residential care setting this is extremely important to ensure the safety of our residents and staff members. We ensure to stress the importance of this in regular staff meetings.</p> <p>One of the areas we have seen a nice improvement on in regards to this is provision of access to training via our local council. Sometimes access to training can be very limited, especially in person training which we feel is usually the best and our go to option wherever possible. We are taking full advantage of any training provided by local authority and always stressed our feelings that this is a major point that should be considered to be expended wherever possible to not just help ourselves as an organisation but also improve standards across the board in the care industry.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Within a residential setting we have to strive to make our setting fit for purpose and up to standards of meeting our residents needs. Sometimes this can be a difficult process within our care environment due to the nature of the setting and the logistics of making changes around our residents busy schedules and personal needs. We try our best to consistently strive for innovation and improvement however. We have several projects that are in different stages of completion and always ensure we are managing to maintain and improve our locations wherever possible.</p> <p>Examples of doing this to support our residents personal outcomes and achievements ranges from redesign and decoration of residents rooms or communal shared spaces to ensure it fits their ever changing and adapting needs and personalities. One of the points we consistently receive praise for is the homeliness of our care homes. We have always taken a lot of pride in this and feel our ability to make our residents feel comfortable and at home where they live a huge success.</p> <p>A point of ensuring we are advancing and making the correct plans comes from our communication that we have with residents and their families. This is a prime example of the previously mentioned improvements to personal space in which a resident or family member will communicate to us that improvements to their personal space would be a positive thing to see and they feel would improve their well-being and overall enjoyment of their time within that space. Using these points of communication is vital for us to determine our priority list for necessary improvements.</p> <p>In regards to achievement of personal outcomes we use our previously mentioned discussions with residents and family members to adapt and tailor their care plans for improving their stay and determining what goals our aspirations they may have for the upcoming months or possibly even years. One aspect of care in this regards we like to implement is short and long term goals. Striving to find things out residents want to accomplish in the short term and what that may lead them to accomplish in the long term with us. Being able to see that growth and demonstrate that to their family and friends.</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) 2

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Infection, prevention & control	2
	Manual Handling	2
	Safeguarding	2
	Medicine management	2
	Dementia	0
	Positive Behaviour Management	2
	Food Hygiene	2
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Various management courses
	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 Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3

Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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
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.	Day shift 8am- 3pm, 3pm-11pm. Average of 1 staff per shift Night shift Sleep in from 11pm- 8am. Average of 1 staff
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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4

Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	Day shift 8am-3pm, 3pm-11pm Average of 2/3 staff on shift Night shift 11pm-8am sleep in. Average of 1 staff
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
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