

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:	Conwy County Borough Council	
The provider was registered on:	29/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llys Eilan	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	28/12/2018
	Responsible Individual(s)	Meinir Roberts
	Manager(s)	Christine Williams
	Maximum number of places	27
	Service Conditions	There are no conditions associated to this service
	Llys Gogarth	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	28/12/2018
	Responsible Individual(s)	David Morgan
	Manager(s)	Elsbeth Newing
	Maximum number of places	10
	Service Conditions	There are no conditions associated to this service
	Conwy County Borough Council Domiciliary Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/11/2018
	Responsible Individual(s)	Fiona Dennison
	Manager(s)	Sophie Gibson, Nadine Simpson, Kelly Jones, Ian Spencer, Julie Clarke, Sonia Jones
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training is available via teams, zoom and face to face. Spreadsheets and recordings identify where shortfalls are in current and out of date training. This is monitored through the quarterly adequacy of resources review. Regular supervisions are completed that highlight further training needs. Depending on the needs of individuals, specific training may need to be arranged and refreshed for example buccal and epilepsy, autism and dementia.
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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

A running advert is always advertised on the Council website for jobs.
We work closely with the CCBC Community Employment hub to recruit new staff. We have recently promoted working in the sector on the radio and marketing campaigns such as information stands in the local supermarkets. There has been at least 2 social media employment drives. Staff have received payment incentives, a pay rise, increase in annual leave.

Service Profile

Service Details

Name of Service	Conwy County Borough Council Domiciliary Care
Telephone Number	01492577744
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	Makaton PECCS

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.60
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	At the onset of providing a service, we discuss and agree the person's outcomes, and how they want these to be achieved. If appropriate we also involve the friends and family to agree and achieve their outcomes. Individuals are receiving reablement service are consulted daily as to how they are progressing in regaining their skills. During the visits the RI speaks to individuals to gain feedback and their views on the service. BI annual Quality monitoring questionnaires. We offer a person centred approach to all care packages whereby the individual is at the centre of planning and developing a package of support.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

3 monthly reviews of personal plans.

6 week review following reablement service.

6 month review following long term services.

BI annual Quality monitoring questionnaires

Day to day contact with Individuals, information is freely available.

During the visits the RI speaks to individuals to gain feedback and their views on the service.

Older People
At the onset of providing a service, we discuss and agree the person's outcomes, and how they want these to be achieved. If appropriate we also involve the friends and family to agree and achieve their outcomes. Individuals are receiving reablement service are consulted daily as to how they are progressing in regaining their skills.

Disability
We offer a person centred approach to all care packages whereby the individual is at the centre of planning and developing a package of support. We involve them and their friends and family. We use the personal plan as a guide to get to know the person, their likes and dislikes, who is important to them, what their hopes and wishes are and what they wish to achieve in life with our support.

We are lucky in having an experienced and competent staff team, many who have supported the same individuals for a long period of time. They employ a proactive and person centred approach, and as they know the individuals so well, are able to pick up on certain signals, particularly with individuals who may struggle to verbalise their needs and emotions, and help to interpret voice and choice

We asked the individuals that we support if they felt listened to and were able to make choices. We asked the individuals that we support if they felt we listened to them.

Individuals on the whole do feel listened to. They are given choices and talk to their support workers about what they would like to do during the time allocated, this working towards their objectives. Individuals feel that staff are good at listening to them about their well-being also and will sit and listen to them if they have a bad day. They feel like they have choice in terms of where they need to go and what they want to do on a particular day.

<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>Older People's Services The service is adaptable as the aim is to support individuals to regain or recover to their base line prior to their illness or hospital admission In the quality monitoring questionnaires returned for older people's services, 94 % of individuals agreed that they are included in their care and support.91% of people who received support agreed that they had been involved in their care and support planning. Those that commission the service feel that: 'All my experiences of working with our Community Support Team have been positive and they manage to achieve the best outcomes for clients.' 'The service often "think outside the box" and look for creative ways to support patients, particularly with hospital discharges.'</p> <p>Disability Services We asked the individuals that we support if they felt that we supported them to stay healthy and happy and if so how. The majority of responses were very positive. We liaise with health professionals and GP's and DN's. We help with accessing the local community and meeting new people, exercising, going for walks.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Older People's Services Staff attend safeguarding training appropriate to their role within the service. Staff are confident and will feed back any concern they have in regards to the people supported. Managers will contact the Safeguarding team if they have any concerns before submitting a safeguarding Other professionals when asked said that the Service 100% ensured people are kept safe and commented that 'The Team always put the safety of the person first' Another comment is 'No matter what stage an issue may arise, the Management team always respond immediately and working together we are able to efficiently and effectively deal with situations'.</p> <p>Disability Services Feedback from the individuals we support is that staff support them to be safe from abuse and neglect. This is in the way of providing regular support and providing information about how to stay safe. This can be safety in the home, in the community or using social media. We asked the individuals that we support if they felt that we supported them to stay safe and received some positive feedback.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>148</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.
The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

Filled and vacant posts

No. of staff in post	9
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	3
Manual Handling	2
Safeguarding	7
Dementia	1
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Medication Awareness • Violence Against Women and Domestic Abuse • Modern Slavery • General data protection regulations • How to Manage Grievances • DISC and 5 Behaviours Training • Managing Medication and Assessing Competence • Motivational Interviewing • Positive Risk Taking • Picture Exchange Communication System L1 • Autism • Cyber Security • Foetal Alcohol Disorder online • Managing Challenging Behaviour • Whistleblowing • ADHD • Bereavement • Caring for a child of a different ethnicity • Personal Resilience • Life Stories • Supporting Parents who misuse substances

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	1
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)	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	6
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3
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?	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	14
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	5
Manual Handling	7
Safeguarding	8
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Medication Awareness • L4 QCF Management • Positive risk taking • Managing the disciplinary process • More Than Just Words • Violence Against Women and Domestic Abuse • Modern Slavery • General data protection regulations • Induction for New Managers • Managing Attendance • How to Manage Grievances • Motivating Individuals towards High Performance • Safe Recruitment for Managers • Adult Protection and Support Order (APSO) Awareness • Part 5 – Safeguarding procedures, Position of Trust • Violence Against Women and Domestic Abuse Level 3. • DISC and 5 Behaviours • Working with Parents Who Misuse Substances • Positive Risk Taking • Richard Rose - Life Journey Work • Understanding Men who Sexually Abuse Children • Understanding Sensory Processing • Personal Resilience
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Contractual Arrangements

No. of permanent staff	14
No. of Fixed term contracted staff	1
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)	10
No. of part-time staff (17-34 hours per week)	5
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	13
No. of staff working towards the required/recommended qualification	2

Other social care workers providing direct care	
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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	176
No. of posts vacant	47

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	28
Health & Safety	34
Equality, Diversity & Human Rights	23
Manual Handling	35
Safeguarding	72
Dementia	5
Positive Behaviour Management	5
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Medication Awareness • First Aid • Pressure Care • Reablement • Violence Against Women and Domestic Abuse • General data protection regulations • Modern Slavery • Cyber Security • Epilepsy and Buccal • Restrictive Practices • Infection Control • Codes of Professional Practice • Social Services and Wellbeing Act • Autism Reality Bus • More than Just Words • Supporting Parents who misuse substances • Building Resilience in Children and Young People • Child to Carer Parent Abuse

Contractual Arrangements

No. of permanent staff	152
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	24

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)	38
No. of part-time staff (17-34 hours per week)	108
No. of part-time staff (16 hours or under per week)	6

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	138
No. of staff working towards the required/recommended qualification	23

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	<p>Reablement Officer Work as part of the Reablement and the Community Support Teams with a focus on early intervention and prevention. Following a period of reablement, and if long term care and support need has been identified they undertake proportional assessment, and agree outcomes to help maintain people in their own homes, reduce risk and promote independence.</p> <p>Dementia and Health and Social Care Support Workers These individuals are able to accept referrals from all CRT-based colleagues, and they are autonomous. This, coupled with the fact that there is no formal eligibility criteria for services, this gives the role its uniqueness and flexibility in how an individual and their informal carers are supported. Support is not dependent on time and task, nor time-limited, instead reflecting the outcomes identified. The Dementia Worker can access support from colleagues on site, such as GPs, District Nurses, Community Psychiatrist Nurses, Occupational Therapy, Therapies and Pharmacy.</p>
Filled and vacant posts	
No. of staff in post	21
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	8
Manual Handling	11
Safeguarding	8
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Medication Awareness • First Aid • Pressure Care • Reablement • Violence Against Women and Domestic Abuse • General data protection regulations • Modern Slavery
Contractual Arrangements	
No. of permanent staff	21
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)	21
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	16
No. of staff working toward required/recommended qualification	2

Service Profile

Service Details

Name of Service	Llys Elian
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Telephone Number	01492577749
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What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
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Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	68
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Fees Charged

The minimum weekly fee payable during the last financial year?	714
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The maximum weekly fee payable during the last financial year?	721
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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
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Quarterly Bilingual Newsletters are produced.</p> <p>What's App messages, sharing of information photographs, promoting vents etc.</p> <p>BI annual online or paper based bilingual quality service monitoring questionnaires to families, friends, staff and stakeholders.</p> <p>Drop in days arranged with the Responsible Individual</p> <p>Responsible Individual speaks to individuals and families</p> <p>A partnership support officer talks to people using the service to gain their feedback, and to discuss any problems or concerns they might have. The PSO then produces a report to the service.</p> <p>What's App for staff</p> <p>Key Worker hold monthly meetings with individuals</p>
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Service Environment

How many bedrooms at the service are single rooms?	27
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How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	27
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	There are four open spaces at Llys Elian, three of which are secure and accessible at any time via the entrance from each of the houses. These have patio spaces, raised beddings. Each garden has areas for sitting out. The larger Secret garden is accessible with the support and supervision of staff or relatives. There are other grounds around the home
Provide details of any other facilities to which the residents have access	Hairdressing salon. 3 bathrooms with assisted baths. Bar and Train "Rempod" Mobile nail bar. Treats trolley on each kitchen for people to help themselves to. Library corner with books for individuals to enjoy. Large lounge and dining room for celebrations. Individual kitchenette, dining room and lounge in each house. Small rooms off the lounge in 2 houses. Tiny Tables in each lounge – interactive table A day centre which is open from Monday to Friday is located within Llys Elian, residents are able to attend if they wish and if there is capacity to support them on the day

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

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>The service offers a person centred approach to all individuals, and the person is at the centre of planning and developing their personal plan. When a social worker contacts the service to make enquiries the Manager or assistant Manager will make arrangements to visit the individual and complete a pre-admission assessment. If appropriate, family and friends are involved in this process.</p> <p>The assessments are used initially as a guide to get to know the person, their likes and dislikes and who is important to them. The personal plan is built upon as the service gets to know the person, it is then reviewed every 3 months with the person, and if appropriate their family.</p> <p>Each person will have a nominated keyworker, they sit down with them and discuss how things are, any problems, anything they need, any comments about the food etc. This happens every month.</p> <p>The service sends out Bi annual questionnaires to family and friends, when asked - are you, and your family member or friend listened to by Llys Elian management and staff, enabling them to make choices about the care and support they receive and the opportunities available to them a 100% agreed yes.</p> <p>A Partnership Support Officer (PSO) visits the service Bi annually, their role is to monitor if the service is meeting the outcomes of individuals, and is compliant with current regulations, following their visit a report is received by the service. The PSO report stated that they had 'reviewed two care plans which demonstrated that relevant information was in place and the service encourage resident's involvement where possible. An example of this was seen with a pre assessment tool and this is the document.'</p> <p>The Responsible Individual for the service (RI) talks to individuals and their families at least every three months, and has arranged drop in days to speak to residents and families.</p> <p>The CIW report dated the 19th of August 2022 had no recommendations for the service and stated that 'People have choice and control regarding the care and support they receive at the home. They choose how to spend their day.'</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>Individuals are happy and supported to maintain their ongoing health, development and overall wellbeing, this can be evidenced by feedback in the quality monitoring questionnaires given to families, friends, staff and stakeholders.</p> <p>When families were asked is your family member or friend happy and supported in relation to their health and overall wellbeing, for example, accessing health services, appropriate meals and nutrition etc 100% agreed yes.</p> <p>The Partnership Support Officer report stated that 'evidenced that resident's needs are met with the support and guidance from outside professionals within care documentation which records the additional input'</p> <p>Equipment used to support individuals to maintain their health are, call bells in every bedroom and bathroom, falls mat, raised beds, hoists, assisted baths, and mobility equipment.</p> <p>Individuals are supported to access healthcare in various ways, e.g. Senior carer undertakes a bi weekly virtual 'ward round' with the GP, this ensures that each person's health is monitored, and concerns communicated in a timely manner. The service has an excellent working relationship with the District Nurse Team, Therapies, and will arrange appointments as required.</p> <p>It is important that people are occupied and have meaningful activity. Doll and pet therapy is promoted, the residents enjoy Dylan the collie pet therapy who visits regularly. Brianne the cat lives at Llys Elian.</p> <p>We have been fortunate enough to be working different organisations such as the Welsh Mountain Zoo, who have held sessions looking at artefacts and providing information. Aspire Gym who have organised Silent disco's which have been a great source of joy for all. The forget me not chorus host a weekly session. Families have access to a what's app where photos of activities are placed. The intergenerational work with the local primary school is valued.</p> <p>Religious services are held by local churches at the home</p> <p>Meal times are an important part of our everyday lives, each home has its own dining room, the service has a 5 star rating, 100% of people find the meals excellent, and all diets are catered for.</p> <p>staff are happy with the training they receive and professionals comment 'Very competent and knowledgeable staff, really helpful, always a great service'</p>

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

The all wales safeguarding policy is in place which is adhered to, ensuring individuals are protected from abuse and neglect, and any concerns in relation to abuse and neglect is dealt with accordingly.

The service has evidenced that they will refer for advocacy support if needed

All staff have attended the Safeguarding training appropriate to their role

Staff have also been asked to download the Safeguarding app on their phones.

In the safe recruitment process safeguarding is part of the recruitment and interview process

The partnership officer reported that she had seen the training matrix which detailed that staff have access to core mandatory training, specialist training and QCF qualifications.

Training opportunities include – safeguarding, equalities, cross infections, first aid, manual handling, fire training, violence and aggression, mental capacity, food hygiene etc.

Deprivation of Liberty Safeguard (DOLS) applications have been completed currently none of the individuals residing at the home require an urgent authorisation.

All staff have access to policies and procedures.

When recruited, each staff member completes a Disclosure and Barring check, and receive a certificate which any criminal records are listed, this is known as a DBS, each staff member has completed a renewal every three years.

The management team have a good relationship with the safeguarding team and will discuss any concern they have and following advice will complete safeguarding reports.

Staff who completed questionnaire state 'Individuals are supported 24/7 so are kept safe by staff. Staff remind and prompt daily with any safety issues. Some individuals are reminded to keep focussed and to concentrate if unstable when walking. Individuals feel safe with their staff in their home'.

'We have management that listen and act on any staff concerns in a timely manner. Personally I report anything that I do have a worry about. Management always support the individuals and protect them from abuse and neglect - the employees can protect the individuals by reporting things they don't agree with.'

Families and stakeholders when asked, if their family member or friend feel safe and protected from abuse and neglect, 100% agreed yes.

The CIW report dated the 19th of August 2022 'People are protected against poor practices, abuse and neglect as staff are trained in the subject of safeguarding and there are policies in place to guide them.

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

Llys Elian is purpose built, and each bedroom has en-suite facilities. Each individual is encouraged to bring in their own personal items to ensure their accommodation is comprised of things that are important to them which also assist them to remember and prompt conversations about their own lives. Personalised memory boxes are placed outside each room that is made up of what matters to them as an individual, including their hobbies and interests and who is important to them.

The Manager undertakes weekly Health and Safety checks and adheres to the audit checklist, others are also involved in this process.

The Registered Manager is Welsh speaking, and we are fortunate to have other Welsh speaking staff, some are very confident others are encouraged to increase their confidence to use the language.

Signage is in place to support those living at Llys Elian, this helps to orientate and support the individuals to be more comfortable with the environment they are living in.

As part of their induction newly appointed staff attend 'More than Just words' training to raise awareness of the importance of the Welsh culture and language.

The PSO report stated that the 'service was seen to be exceptionally well maintained and clean offering residents a pleasant environment. Bedrooms were seen to be decorated to include personal effects and personalisation. One resident shared that they were very happy with their own bedroom and like to spend time both in the communal areas and their bedroom. One resident who was resting in their bedroom spoke with the PSO, she had a call bell at hand. The bedrooms and communal areas of the home were seen to have adaptations for residents ease such as grab rails and raised seats, in addition call bells and assistive technology such as bed sensors are in place.

The lounges dining areas are homely and warm, with suitable seating.

Tiny tables are in each house, which have a variety of activities which can be tailored for each persons interests. Individuals are encouraged to personalise their rooms which will support familiarity, i.e. photos of family personal items.

All residents have access to the Gardens off the houses

100% of families stated that the environment is comfortable, comments included 'It is a very relaxed environment and that certainly helps.

Very comfortable and warm atmosphere'

stakeholders commented 'I have never seen a home like it, its amazing in everyway, the environment is home from home and comfortable'

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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Registration update training
DSE Training
CAMMS
Operation Jasmine
Tissue Viability
End of Life Palliative Care
Namaste Care
Food First

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>More than just words DSE assessment Violence and aggression against women GDPR Flu Webinar Fire Training IOSH- Managing safely Falls training IP&C Webinar Tissue Viability Webinar Corporate induction How to manage Grievances EoL/ Palliative care webinar Modern Slavery Cyber Security Awareness</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	6
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	3
Safeguarding	5
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Risk Assessment x 2 Staff Violence against Women X 5 Staff Modern Slavery x 4 Staff Cyber Security x 5 Staff More than words x 1 Infection Control x 1 Falls Training x 6
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	1

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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.	<p>Morning Shift 7:30 - 3:00 1 staff Afternoon Shift 2:45 - 10:15 1 Staff</p>
<p>Staff Qualifications</p>	
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	2
<p>Other social care workers providing direct care</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	41
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training 6 Staff Falls 6 Staff E learning Violence against Women 6 E learning Modern slavery 6 E learning GDPR 6 More than just words 6 First aid 8 Domestic staff E learning Violence against women x 3 E Learning - Modern Slavery x 4 GDPR - x 4 Staff Fire Training x 7
Contractual Arrangements	
No. of permanent staff	33
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	8
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	25
No. of part-time staff (16 hours or under per week)	5
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.	7.30am - 3.00pm x 8 2.45pm - 10.00pm x 7 9.45pm - 7.45am x 2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	38
No. of staff working towards the required/recommended qualification	3
Domestic staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	7
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	1

Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	6
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E learning Violence against women x 3 E Learning - Modern Slavery x 4 GDPR - x 4 Staff Fire Training x 7
Contractual Arrangements	
No. of permanent staff	7
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)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
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	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1

Safeguarding	3
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E learning Violence against Women - 3 Staff E learning Modern Slavery x 3 Staff GDPR X 3 Cyber Awareness x 1 Fire Training x 3 Food First Training
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activities Coordinator - is accountable for the effective and efficient development and delivery of a structured therapeutic activity, social and craft events programme at Llys Elian Resource Centre, which provides permanent residential placements, respite residential placements and day centre services for older people with Dementia and related illnesses. Handyman / Driver - The Gardener Handyperson / Driver will have responsibility for all aspects of planning, planting and maintenance of the grounds and gardens of the Home. They will also be responsible for routine maintenance of buildings and equipment and occasional driver for Llys Elian. Admin assistant - supporting with all admin tasks
Filled and vacant posts	
No. of staff in post	3
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
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E learning Cyber Security Awareness x 2 E learning Violence against Women x 1 E learning Modern Slavery x 1 GDPR X 1 Emergency First Aid x 1 Fire Training x 2
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Llys Gogarth
Telephone Number	01492878289
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	45
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	<p>Gathering the views using questionnaires from young people following them staying</p> <p>When a residential placement comes to an end we have an evaluation form that is used by the young people to assess whether they have enjoyed their stay.</p> <p>There are 3 different formats –</p> <ul style="list-style-type: none"> • Written word questions • Written word with symbols to illustrate. • Symbol form – YP to demonstrate their feeling by pointing, looking at a symbol and staff to assist with the recording. <p>End of stay Parent/Guardian questionnaires</p> <p>Quality of Care Review - questionnaires sent out to the children and young people and their parents /guardians.</p>

Service Environment

How many bedrooms at the service are single rooms?	10
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Fenced outside area with picnic table, seating area and play space. Also have access to all weather football ground, muggers pitch and all outside school areas with play equipment sensory play area and outside gym equipment.
Provide details of any other facilities to which the residents have access	Sports hall and sensory areas within the school.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Electronic communication devices that are assessed as being suitable for the child or young person.

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.

Gathering the views of the young people.
 When a residential placement comes to an end we have an evaluation form that is used by the young people to assess whether they have enjoyed their stay.
 There are 3 different formats –

- Written word questions
- Written word with symbols to illustrate.
- Symbol form – YP to demonstrate their feeling by pointing, looking at a symbol and staff to assist with the recording.

There is a number of TV's, radios, stereos which can be used in bedrooms if the YP wishes to do so (we check with families prior to their stay on the suitability of this).
 During a weekend stay as well as the local facilities such as the cinema and leisure centres there is the option for varied activities such as days out, walking, picnics and parks.
 Each young person will have their own Personal Plan drawn up from information provided from themselves, families, school staff and other professionals that they are associated with. techniques, strategies and communication methods that are used within home life or within school will be adopted within Llys Gogarth to ensure continuity in all environments., Llys Gogarth will strive to ensure that through initial assessment the physical, emotional and health needs of each young person are identified and each individual will follow their own written programme containing AQA units of work specifically selected to develop their own independent personal and living skills. Llys Gogarth follows a programme of a healthy lifestyle where we encourage a balanced, nutritional diet, and any specialized diets determined by medical condition, religious or cultural requirements are catered for.

<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>Within Llys Gogarth arrangements are made as necessary for those children receiving specialist medical care to pursue their course of treatment. Written consent is obtained from parents/guardians for all medical treatment including first aid and administration of medications. Health care plans are put in place prior to the start of any child/young person's placement. Llys Gogarth care staff manage the administration of medicines. Those staff who administer medicines will have received appropriate training and support from health professionals and authorisation from the registered manager. Only these trained staff may administer medicine. The storage, administering and recording of medication is monitored by the registered manager.</p> <p>Children and young people's health needs remain the responsibility of the parent or guardian other than when they are accommodated at Llys Gogarth.</p> <p>Currently there are no young people accommodated at Llys Gogarth. – previous young people who have been accommodated in Llys Gogarth have had their health needs met by registering at the local GP surgery and have been escorted to all appointments, dental, hospital, GP visits by residential staff under the supervision of the RM and RI.</p> <p>Young people do receive a number of routine health appointments at school –health reviews, eye screening, orthotics, physio etc. This information is shared where appropriate with Llys Gogarth in order for us to meet their needs.</p> <p>Llys Gogarth promotes and encourages healthy eating and the importance of a balanced diet whilst also recognizing that some of our young people may have a very specific, rigid diet. We also work alongside parents/guardians in catering for specific diet requirements in relation to health needs and / or allergies or intolerance.</p> <p>Careful consideration is given to the compatibility of the group of children/young people in each flat, this includes the following factors; age, developmental level and behavioural profile and their impact. Where possible we will try and allocate places to children/young people so that they can stay in with friends to enable them to develop appropriate social relationships and support and encourage each other.</p> <p>If a young person requires intensive support during their placement then we will ensure that there is agreement to this pre-admission and so enable a sufficient staff ratio to support both the individual and their peers within that group.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Within the last 12 month period there has been 1 safeguarding referral made by the Manager at the request of Social Services.</p> <p>All young people complete an end of stay feedback form. These are collated and fed back to RM and RI.</p> <p>Parental feedback is collated in addition to pupil feedback</p> <p>There is a monthly visit from an independent advocate who will speak to the young people either individually or as a group both in the presence of staff or privately if they have any concerns they wish to raise. After each visit she will send a report to the Manager detailing her findings. All reports have been positive with no concerns.</p> <p>The RI will complete a quarterly visit in which they have the opportunity to speak to young people and staff in relaxed environment, giving an opportunity for all parties to raise any concerns should they wish to.</p> <p>Within each flat is an easy read poster with photographs and phone numbers of people who could be contacted if a young person has a concern or complaint. Families of young people also have easy access to the Manager and Senior Leadership team within the school, most also have access to a named or duty social worker should they have any concerns.</p> <p>Any concerns arising that are identified through this process are addressed immediately.</p> <p>Residential staff seek to keep to a minimum the occasions on which physical intervention and restraint are used. It is important to communicate with children/young people about what is acceptable and unacceptable behaviour. This is done through the use of visual prompts, posters etc. A consistent approach across a child's home, school and Llys Gogarth is essential. However, at times methods of physical intervention and restraint are required in order to protect children and staff from harm, and damage to the environment.</p>

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

All the the bedrooms are ensuite and are kept clean and fresh but due to the nature of the use of the short breaks respite service it is not possible to personalize the rooms. However young people are encouraged to bring things from home if they wish during their stay.
 Examples of this include personalised cushions, photos and pictures.
 Where children are placed for longer period's evidence of adaptation and personalisation can be seen in rooms and resources available.
 Llys Gogarth provides frequent and suitable means for any child or young person, using their preferred method of communication, to make their wishes and feelings known regarding their care and treatment in the home. This includes the use of Pictorial or symbol format, objects of reference or availability of different adults who understand the child's preferred method of communication e.g. sign language, welsh speakers.
 Children and young people do make active daily choices in relation to :
 • Planning of Meals including shopping & preparation
 • Activities in house and community based
 • Choice of own clothing to change into after school or to wear during weekends/holidays
 • Spending allowances appropriately e.g. personal items, activities

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
	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	1
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Enhanced Safeguarding
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?	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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	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

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.

Monday 1 x staff 10 hours
 Tuesday 1 x staff 9 Hours
 Wednesday 1 x staff 9 hours
 Thursday 1 x staff 9 hours
 Friday 1 x staff 12 hours
 Saturday 1 x staff 12 hours
 Sunday 1 x staff 12 hours
 2 x staff 2 sleep in shifts

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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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
<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	3
Health & Safety	12
Equality, Diversity & Human Rights	12
Infection, prevention & control	0
Manual Handling	12
Safeguarding	12
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Feeding Buccal and Epilepsy refresher
<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)	8
No. of part-time staff (17-34 hours per week)	4
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.	<p>Day shifts 7.00 a.m. - 9.00 a.m. 3.00 p.m.- 9.00 p.m. 3.00 p.m. - 11.00 p.m. sleep in Night Shifts 9.00 p.m. - 9.00 a.m.</p>

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	3

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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