

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:	Crosshands Home Services Ltd	
The provider was registered on:	12/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Crosshands Home Services Ltd (Swansea)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	David Mattinson
	Manager(s)	Hayley Goodwin
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	CrossHands Home Services Ltd (CrossHands)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	David Mattinson
	Manager(s)	Vicky Sanders
Partnership Area	West 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 needs are identified through regular supervisions, sport check and reviews, identifying areas of support that's needed for staff requiring additional training. We have put a few of our staff through mental health and well being toolkit as the last few years have been difficult for some individuals and we felt as an employer that they would benefit from this- feedback was good and they all found it a useful tool to have.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff recruitment is continuously ongoing, we have adverts out for various positions, and training on a regular basis to ensure start dates are not delayed. We have focused on staff moral and staff retention bringing in place birthday schemes, where staff receive a voucher and a monthly prize draw for two staff to win vouchers, so far we have had positive feedback and we will look to continue and develop this further.

Service Profile

Service Details

Name of Service	CrossHands Home Services Ltd (CrossHands)
Telephone Number	01269844610
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?	91
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.60
The maximum hourly rate payable during the last financial year?	19.40

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?	-RI visits -Reviews carried out with the service users -Quality assurance questionnaire

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	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.

It's the ethos of the service to put the individual at the center of what we do, we feel it's important to individuals that they receive a personalised approach, ensuring their voice is heard, considering individuals' preferences, & needs.

This is done by involving the individual/family in their initial care assessment, enabling them to be in control & having choice of how their care & support is delivered, taking onboard any concerns they may have. They are given an opportunity to look at their current outcomes, are they still achievable, if more or less support is needed, barriers can be identified & utilising third sector or sourcing adaptations that enables them to continue to be independent.

Under Regulation 73 the Responsible Individual plans to meet a selection of Individuals with their consent giving them an opportunity to discuss their care/support, listen to their views, are they being met? do they feel safe & protected, & address complaints. Actions taken as a result of those visits are then reflected in the RI report. Feedback from these visits include:

"I have what I want done and they respect my views".

"I was very apprehensive about having carers, but they made it easy, the carers go above and beyond to help me".

One individual said they had a personality clash with a particular carer & did not like her attending-rotas were altered to remove that member of staff.

Regulation 80, The quality of care review is carried out bi-annually by the RI to ensure we have systems in place to monitor the quality of service provision. Quality questionnaires are sent annually for service users/family to complete, allowing opportunity to provide feedback, express what they feel could improve the service, are treated as an individual & respected & if we as a company understand their needs. Feedback from these questionnaires included:

97% answered good to excellent that they felt CHS treated them as an individual & were respected.

"My current care package is a massive help, I feel more at ease when I have the same carers every day at the moment my carer is D.S who is excellent and works to a very high standard, much credit to her".

We received 3 complaints ranging from dissatisfied call times to tasks not being completed, these were address immediately with changes to the rotas and staff being spoken too.

The quality-of-care review allows us to collect and analyse the feedback from people and to take action to improve the service for people & staff.

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.

It's important that the individuals using our service have manageable & realistic outcomes with goals that are achievable, this is discussed during their initial assessment & quarterly reviews to measure the success & what support is needed if any, & how we can enable them to achieve it. Enabling an individual to take lead on their care gives them back control where they may feel it has been lost, this can be hugely important to an individual's wellbeing.

All our staff are trained in how to support & enhance an individual's wellbeing, this means that the individual's voices are heard, they listened too, the fears/concerns are noted, we action how we can support them, it's important to us as a company that one of our main focuses is what matters to the individual, this could mean accessing the wider community or sourcing small aids to help them achieve dressing independently. Support to access GP, DN, CNP, local pharmacies supporting medication to keep people safe & healthy, we endeavour to provide support and assistance where we can and maintain an individual's wellbeing, all of our Swansea staff are MAR trained, allowing us to provide support to individuals regarding medication where needed.

This is monitored through reviews, quality questionnaires, and RI visits, feedback from visits include:

"Very happy they do all I need; they pick up on changes in my health they look out for me".

"Carers listen to us and are caring, carry out tasks not appropriate for my son to do. The son stated the carers made him feel included very friendly and chatty. Without this support they may have to be separated".

During a review carried out with VS & Mrs. B, Mrs. B said that she wanted to let me know that care staff make her feel valued & she couldn't ask for nicer girls to attend, she feels that they are all brilliant and she knows she can ask them for assistance and nothing is too much bother for them, she informed me that due to her health she has been upset these last few weeks and all the staff have been incredibly supportive and understanding.

Feedback from a review with an individual using the service:

'due to her health she can often feel quite low on times and knowing that the girls call daily lifts her mood, she said that they are very supportive and she feels they make time for her and once they've been she doesn't feel so low, she also said that if she felt she was struggling with her bipolar she feels comfortable in being able to ask the girls for support'.

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

We have systems in place to safeguard and protect people from abuse.
 Safeguarding policy, safeguarding training through induction and ongoing refresher training, recruitment processes, i.e. references, DBS
 Safeguarding procedures are paramount to ensuring that individuals are protected and that they live in a safe environment away from harm and abuse. All of our staff have an enhanced DBS check (renewed every 3 years) and references from their last and previous employers along with a full employment history before they commence work with us. To ensure their suitability for the role and also providing reassurance to the individuals we support.
 All staff are trained in being able to identify any signs of abuse, protecting people's health, wellbeing, human rights, and enabling them to live free from harm, abuse and neglect, staff encourage individuals to talk about their decisions about their lives and care which in turn may help lower the risks of potential abuse which is an integral part of providing high-quality health care. All staff are aware of our safeguarding policy and know their own role when it comes to safeguarding individuals, staff are able to give advice to individuals on who to speak to with regards advocacy or any concerns they might have, staff are aware of intentional and unintentional abuse and their role when identifying these signs.
 All service users have quarterly reviews where we encourage feedback on how they feel the service is delivered to them, if they have any concerns that they would like support with, this is also an opportunity to discuss with the individual and or relative if support staff have raised any concerns e.g. lack of food, clothing and establish if it is a safeguarding concern or if more support is needed from external bodies or advice for family to continue to support, this allows us to provide crucial support before it reaches crisis point and safeguarding threshold.
 From our ECM data 120719 calls had been completed over the last 12 months 98% of these had been completed within the 20-minute time frame.
 There had been no missed calls.
 We have made 1 referral to the LA safeguarding team in the last 12 months.
 This was investigated and closed by LA.

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)	14
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	RISCA training management- mental health and wellbeing
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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	0
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	0

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

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

Filled and vacant posts

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

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA Training Management of Mental health and wellbeing QCF 5 Meds Management assessor First Aid Trainer
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	2
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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	21
No. of posts vacant	5
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	20
Equality, Diversity & Human Rights	0
Manual Handling	14
Safeguarding	14
Dementia	4
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid training is given along with medication.
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)	9
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	4
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	Crosshands Home Services Ltd (Swansea)
Telephone Number	01792792693
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?	90
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	19.60

Complaints

What was the total number of formal complaints made during the last financial year?	1
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Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During the last year CHS has held in person reviews where appropriate, telephone reviews. The RI has been out and visited service users. A Service User Satisfaction survey was sent out to all the service users. Consultations also occur when assessments for the start of packages are carried out

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.

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.

It's the ethos of the service to put the individual at the centre of what we do, we feel it's important to individuals that they receive a personalised approach, ensuring their voice is heard, considering individuals' preferences, & needs.

This is done by involving the individual/family in their initial care assessment, enabling them to be in control & having choice of how their care & support is delivered, taking onboard any concerns they may have. They are given an opportunity to look at their current outcomes, are they still achievable, if more or less support is needed, barriers are identified & utilising third sector sourcing adaptations that enables them to remain independent. Under Regulation 73 the Responsible Individual plans to meet a selection of Individuals with their consent giving them an opportunity to discuss their care/support, listen to their views, are they being met? do they feel safe & protected, & address complaints. Actions taken as a result of those visits are then reflected in the RI report. Feedback from these visits include:

"they are marvellous they do all they can for me"

"CHS was 100% better than the last company they had had, they are very happy with the 'girls' they do everything I need and we have a laugh".

Regulation 80, The quality of care review is carried out bi-annually by the RI to ensure we have systems in place to monitor the quality of service provision. Quality questionnaires are sent annually for service users/family to complete, allowing opportunity to provide feedback, express what they feel could improve the service, are treated as an individual & respected & if we as a company understand their needs. Feedback from these questionnaires included:

100% answered good to excellent that they felt CHS treated them as an individual & were respected.

"I have nothing but praise for CHS, the carers I have met have all been lovely and very professional".

We received 1 complaint appertaining to 2 incidents; Which was dealt with promptly the staff member was suspended & an investigation was carried out followed by a disciplinary, however, after the decision the staff member resigned.

The family received an immediate apology, & we written to on completion of the disciplinary and advised about the investigation and what had ensued. The family were happy with the outcome.

The quality-of-care review allows us to collect and analyse the feedback from people and to take action to improve the service for people & staff.

<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>It's important that the individuals using our service have manageable & realistic outcomes with goals that are achievable, this is discussed during their initial assessment & quarterly reviews to measure the success & what support is needed if any, & how we can enable them to achieve it. Enabling an individual to take lead on their care gives them back control where they may feel it has been lost, this can be hugely important to an individual's wellbeing.</p> <p>All our staff are trained in how to support & enhance an individual's wellbeing, this means that the individual's voices are heard, they listened too, the fears/concerns are noted, we action how we can support them, it's important to us as a company that one of our main focuses is what matters to the individual, this could mean accessing the wider community or sourcing small aids to help them achieve dressing independently. Support to access GP, DN, CNP, local pharmacies supporting medication to keep people safe & healthy, we endeavour to provide support and assistance where we can and maintain an individual's wellbeing, all of our Swansea staff are MAR trained, allowing us to provide support to individuals regarding medication where needed.</p> <p>This is monitored through reviews, quality questionnaires, and RI visits, feedback from visits include:</p> <p>"If it wasn't for the time and dedication your staff put into caring for my mum I wouldn't have had as long as I have had with her".</p> <p>"Another stated girls are fine great fun, although the new girl is a bit difficult to communicate with but is opening up and does her job the girls provide assistance with my legs she stated she would phone office if further help was required".</p> <p>"CHS have managed to the best of their abilities, the problem is the broken care system that undervalues care workers that has created a shortfall of staff. Thank you to all the staff who have provided care over the last three years, you are missed".</p> <p>Feedback from a family member of an individual new to the service to the manager:</p> <p>'Of all the many professional I have had to speak to and deal with over the last year regarding mums care, you are the only person that seems to genuinely care for my mum and her needs'.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have systems in place to safeguard and protect people from abuse.</p> <p>Safeguarding policy, safeguarding training through induction and ongoing refresher training, recruitment processes, i.e. references, DBS</p> <p>Safeguarding procedures are paramount to ensuring that individuals are protected and that they live in a safe environment away from harm and abuse. All of our staff have an enhanced DBS check (renewed every 3 years) and references from their last and previous employers along with a full employment history before they commence work with us. To ensure their suitability for the role and also providing reassurance to the individuals we support.</p> <p>All staff are trained in being able to identify any signs of abuse, protecting people's health, wellbeing, human rights, and enabling them to live free from harm, abuse and neglect, staff encourage individuals to talk about their decisions about their lives and care which in turn may help lower the risks of potential abuse which is an integral part of providing high-quality health care. All staff are aware of our safeguarding policy and know their own role when it comes to safeguarding individuals, staff are able to give advice to individuals on who to speak to with regards advocacy or any concerns they might have, staff are aware of intentional and unintentional abuse and their role when identifying these signs.</p> <p>All service users have quarterly reviews where we encourage feedback on how they feel the service is delivered to them, if they have any concerns that they would like support with, this is also an opportunity to discuss with the individual and or relative if support staff have raised any concerns e.g. lack of food, clothing and establish if it is a safeguarding concern or if more support is needed from external bodies or advice for family to continue to support, this allows us to provide crucial support before it reaches crisis point and safeguarding threshold.</p> <p>From our ECM data 60,048 calls had been completed over the last 12 months 98% of these had been completed within the 20-minute time frame.</p> <p>There had been no missed calls.</p> <p>We have made 10 referrals to the LA safeguarding team in the last 12 months., these ranged from inappropriate behaviour from a service user to unsafe discharges, all have been resolved.</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) 25

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
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	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MMCA
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
<div style="background-color: #e0e0e0; padding: 5px;">Senior social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	2
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	25
No. of posts vacant	10
<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	7
Health & Safety	16
Equality, Diversity & Human Rights	0
Manual Handling	11
Safeguarding	11
Dementia	0
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff have under take medication training and have to attend a 2 hour course arranged by meds management when they join the company. Once this has been completed, staff are then competency assessed and every year is then reassessed.
Contractual Arrangements	
No. of permanent staff	25
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	12
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	12

Other types of staff

Does your service structure include any additional role types other than those already listed?

No