

# 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:	Crusader Medical Care Ltd	
The provider was registered on:	15/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St Saviours Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	15/06/2018
	Responsible Individual(s)	Matthew Reade
	Manager(s)	Catherine Ryall
	Maximum number of places	29
	Service Conditions	There are no conditions associated to this service
	St Albans Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	21/11/2018
	Responsible Individual(s)	Matthew Reade
	Manager(s)	
Maximum number of places	40	
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	SA+SS links in to Fieldbay which has a dedicated L+D Team one is dedicated to SA SS. All new SA SS staff get a 4-day induction prior to starting. Manual Handling (MH) and Positive Behavioural Support/Positive Behavioural Management is also included in induction, refreshers and follow ups. An e-learning suite is completed on induction and refreshed annually. The L+D Manager contributes to the weekly Senior Manager Team (SMT) and monthly training meeting (including RIs) to discuss training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Fieldbay has a dedicated People and Culture (P+C) team one of whom is dedicated to SA/SS. All new SA/SS staff are interviewed with a trial shift. This is followed by a 4-day induction and a 24-week induction period with an 'induction' booklet of learning outcomes and supervisions. There is a weekly review of staffing in SA/SS Managers + the P+C team. The weekly SMT includes P+C. P+C have their own weekly review meeting. RI attends a monthly business review which includes P+C issues.

## Service Profile

Service Details

Name of Service	St Albans Nursing Home
Telephone Number	02920472161
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	50
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Fees Charged

The minimum weekly fee payable during the last financial year?	1036.05
The maximum weekly fee payable during the last financial year?	3484.56

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?	An annual survey is undertaken, regular RI visits, outside agencies visits and internal SMT visits to the service all consult the people that reside in SA during visits.

Service Environment

How many bedrooms at the service are single rooms?	39
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	9
How many bathrooms have assisted bathing facilities?	8
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Well presented patioed grounds.
Provide details of any other facilities to which the residents have access	Large Conservatory

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

People in SA can feel their voices are heard. The named nurses will seek their views about their satisfaction with care in monthly support plan reviews. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. Advocates are welcome in SA as they provide a valuable way of hearing people's voices who cannot speak for themselves.

The people who live with us are offered the chance to take part in regular service user meetings. Also, individual's activities are reviewed with them. The people in SA are offered the chance to take part in an annual user satisfaction survey.

The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support.

There are opportunities to utilise the hydro pool in one of our other services and service users are encouraged to participate in a range of activities and outings. Personal choice and preferences are always taken into account.

People choose the areas where they would prefer to spend their day while in the service. SA's activities staff liaise with the people who live with us to personalise activity plans that are stimulating and meaningful to that person.

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

People in SA can feel they are supported to maintain their ongoing physical and mental health and overall well-being.

The Nurses in SA are a mix of Adult, mental Health nurses. They are supported by a team of Physiotherapists, Occupational Therapists, Speech and language therapists. An activities team in SA support individuals to improve their wellbeing. SA activities staff work with the people who live with us to personalise activity plans that are stimulating and meaningful to the person. Where the person lacks the capacity to tell us their preferences, we will seek the advice of their family to find what the service user would have felt/thought about their health and well-being.

The people in SA are offered the chance to take part in an annual user satisfaction survey.

The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support this.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People in SA can feel safe from abuse and neglect. Our Annual survey does indicate that people feel safe living in SA. All SA staff receive training in Safeguarding Adults on induction as a face-to-face session and e-learning in their first six months probation. After this they refresh the e-learning annually. The SA Manager has received higher levels of safeguarding training through external training providers.</p> <p>Any incident that may relate to concerns around safeguarding are also recorded on a Notification of Events form, or 'NoE.' If the NoE form is graded 'Major' all members of the Senior Management Team receive an email notification of the event. All others are reviewed every Monday in the SMT meeting for follow up. Any ongoing safeguarding issues are discussed by the Responsible individual in the SMT meeting. Safeguarding concerns are responded to by different members of the team, including clinical staff, People and Culture and Management. This ensures a proportionate response to the concern.</p> <p>Any safeguarding incidents of abuse or neglect will be immediately reported to the Safeguarding team</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>SA considers supporting someone with their well-being and personal outcomes partly is the quality of their accommodation. SA's (RI) visits the site at least monthly, and formally does a quality visit (REG 73) incorporating a walk around once each quarter. The RI walks around each unit, the outside of each unit and the grounds of SA. In these visits the RI will talk to staff and listen to their views and suggestions. The inside walk around looks at things like cleanliness, tidiness, odour, light, wear and tear, safety, standard of decoration, evidence of co-production and evidence of personalisation.</p> <p>People in SA have access to an outside area. The RI will again assess these areas and check the cleanliness, tidiness, wear and tear, safety. These areas provide individuals an outside area although will as necessary retain some degree of safety and security.</p> <p>Every individual who lives in SA has the right to personalise their own private space. Named nurses and key workers will liaise with individuals as part of the therapeutic work encourage and assist them to decorate their own personal spaces. At an individual level the satisfaction with a person's accommodation can be discussed in reviews of support plans with key workers. Service user meetings where satisfaction with their accommodation can be discussed with service users. If the person lacks capacity to do this we work with their family and friends to personalise spaces.</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>76</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	1
No. of posts vacant	0

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

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

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

#### 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	1

Deputy service manager

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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?	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	34
No. of posts vacant	4

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	32
Health & Safety	34
Equality, Diversity & Human Rights	34
Infection, prevention & control	34
Manual Handling	34
Safeguarding	34
Medicine management	0
Dementia	34
Positive Behaviour Management	34
Food Hygiene	34
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training

#### Contractual Arrangements

No. of permanent staff	25
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	9
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)	15
No. of part-time staff (17-34 hours per week)	10
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.	0700-2000 1945-0715 9 carer by day 5 by night
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#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	14

Registered nurses

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	4
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	3
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	3
No. of part-time staff (17-34 hours per week)	0
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>1945-0715 0700-2000</p> <p>2 nurses by day and 1 by night</p>
<p>Senior 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>	



Filled and vacant posts	
No. of staff in post	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	6
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	9
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	0700-2000 1945-0715 2 by day and 1 by night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	9
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	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	0
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<p>Contractual Arrangements</p>	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0
<p>Catering staff</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>	

Filled and vacant posts	
No. of staff in post	6
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	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0
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.	Administrators Maintenance men Activities Coordinators
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0

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

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

Induction	5
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training

#### Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
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	10
No. of staff working toward required/recommended qualification	0

### Service Profile

#### Service Details

Name of Service	St Saviours Nursing Home
Telephone Number	02920484588
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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### Fees Charged

The minimum weekly fee payable during the last financial year?	867.94
The maximum weekly fee payable during the last financial year?	2386.30

### 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?	An annual survey/questionnaire, regular RI visits, outside agencies visits and internal SMT visits to the service all consult the people that reside in St Saviours (SS) during visits

### Service Environment

How many bedrooms at the service are single rooms?	29
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	29
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Lovely well presented enclosed gardens and patioed area
Provide details of any other facilities to which the residents have access	Activity hub

### Communicating with people who use the service

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

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

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>People in St Saviours(SS) can feel their voices are heard. The named nurses will seek their views about the satisfaction with their care provided in monthly support plan reviews. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/hought. Advocates are welcome in SS as they provide a valuable way of hearing peoples voices who cannot speak for themselves.</p> <p>The people who live with us are offered the chance to take part in regular service user meetings. Also, individual's activities are reviewed with them. The people in SS are offered the chance to take part in an annual user satisfaction survey.</p> <p>The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support.</p> <p>There are opportunities to utilise the Hydropool in one of our other services and service users are encouraged to participate in a range of activities and outings. Personal choice and preferences are always taken into account.</p> <p>People choose the areas where they would prefer to spend their day while in the service. SS's activities staff liaise with the people who live with us to personalise activity plans that are stimulating and meaningful to the person.</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>People in St Saviours(SS) can feel they are supported to maintain their ongoing physical and mental health and overall wellbeing.</p> <p>The nurses in SS are a mix of Adult, mental Health and Learning disability nurses. They are supported by a team of Physiotherapists, Occupational Therapists, Speech and language therapists. The activities team in SS support individuals to improve their wellbeing. SS's activities staff work with the people who live with us to personalise activity plans that are stimulating and meaningful to the person.</p> <p>Where the person lacks the capacity to tell us their preferences, we will seek the advice of their family to find what the service user would have felt/thought about their health and well-being.</p> <p>The people in SS are offered the chance to take part in an annual user satisfaction survey.</p> <p>The people who live with us are encouraged to take part in hobbies or activities that are meaningful and enjoyable, and we will support them to continue with this. We have an activities team, physiotherapists, and occupational therapists as well as drivers and vehicles on site to support this.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People in St Saviours(SS) can feel safe from abuse and neglect.</p> <p>Our Annual survey does indicate that people feel safe living in SS. All SS staff receive training in Safeguarding Adults in induction as a face-to-face session and e-learning in their first six months probation. After this they refresh the e-learning annually. The manager has received higher levels of safeguarding training through external training providers.</p> <p>Any incident that may relate to concerns around safeguarding are also recorded on a Notification of Events form if the form is graded 'Major' all members of the Senior Management Team receive an email notification of the event. All others are reviewed every Monday in the SMT meeting for follow up. Any ongoing safeguarding issues are discussed by the relevant Responsible individual in the SMT meeting. Safeguarding concerns are responded to by different members of the team, including clinical staff, People and Culture and Management. This ensures a proportionate response to the concern.</p> <p>Any safeguarding incidents of abuse or neglect will be reported to the Safeguarding team in a timely manner.</p>

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

St Saviours(SS) when supporting someone with their well-being and personal outcomes identifies and considers the importance of the quality of their accommodation. The (RI) visits the site at least monthly, and formally does a quality visit (REG 73) incorporating a walk around once each quarter. The RI walks around each unit, the outside of each unit and the grounds of SS. In these visits the RI will talk to staff and listen to their views and suggestions. The inside walk around incorporates cleanliness, tidiness, odour, light, wear and tear, safety, standard of decoration, evidence of co-production and evidence of personalisation. People in SS have access to an outside area and gardens. The RI will again assess these areas and check the cleanliness, tidiness, wear and tear, safety. These areas provide people with an outside area though will also retain some degree of safety and security. All who live in SS have the right to personalise their own private space. The named nurses and key workers will liaise with individuals as part of the therapeutic work encourage and assist them to decorate their own personal spaces. The satisfaction of a person's accommodation can be discussed in reviews of support plans with key worker, also service user meetings where satisfaction with their accommodation can be discussed. If the person lacks capacity to do this we work with their family and friends to personalise spaces.

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)	50
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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	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<b>Contractual Arrangements</b>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1



Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
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
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?	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	15
No. of posts vacant	7
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	8
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15

Manual Handling	15
Safeguarding	15
Medicine management	0
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	12
No. of part-time staff (17-34 hours per week)	3
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.	0700-2000 1945-0715  5 carers by day 3 by night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	8
Registered nurses	
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	3
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	5

Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<p><b>Contractual Arrangements</b></p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
<p><b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b></p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p><b>Typical shift patterns in operation for employed staff</b></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.	0700-2000 1945-0715  1 by day and night
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	Yes
<p><b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b></p>	
<p><b>Filled and vacant posts</b></p>	
No. of staff in post	9
No. of posts vacant	0
<p><b>Training undertaken during the last financial year for this role type.</b></p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9

Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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
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.	0700-2000 1945-0715 2 by day 1 by night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
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?	No
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	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5

Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training, HACCP
<b>Contractual Arrangements</b>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
<b>Other types of staff</b>	
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.	Administrators Maintenance Activities coordinator
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	7
Positive Behaviour Management	7

Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Training
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">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)	5
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	0