

# 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: Denbighshire County Council Adults and Children's Services

The provider was registered on: 27/12/2018

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Dolwen	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/12/2018
Responsible Individual(s)	Katie Newe
Manager(s)	Amanda Lewis, Pamela Pack
Maximum number of places	32
Service Conditions	There are no conditions associated to this service
Cysgod Y Gaer	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Responsible Individual(s)	Katie Newe
Manager(s)	Sian Owen
Maximum number of places	23
Service Conditions	There are no conditions associated to this service
Domiciliary Support Services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/12/2018
Responsible Individual(s)	Katie Newe
Manager(s)	Robert Gilmour, Julia Bamber
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

Denbighshire County Council workforce development department arranges mandatory training as required for employees. Any additional training is requested through workforce development department.  
Training is delivered face to face, via E-Learning or via Teams / Zoom

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

The Local Authority has a corporate strategic recruitment group that oversees all social care recruitment activity and initiatives. There is a designated HR officer to support with retention and recruitment processes. Recruitment workshops are undertaken fortnightly – face to face or via Teams meeting

## Service Profile

### Service Details

Name of Service	Cysgod Y Gaer
Telephone Number	01490412394
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	Not Applicable

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	46
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### Fees Charged

The minimum weekly fee payable during the last financial year?	700.12
The maximum weekly fee payable during the last financial year?	700.12

### 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?	Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; Quality of Care Review (Reg 80) Responsible Individual Monitoring Visit (Reg 73) Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings. Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

### Service Environment

How many bedrooms at the service are single rooms?	23
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1

How many communal lounges at the service?	5
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Garden seating area in front of Cysgod y Gaer Residential home. Extensive gardens to the side and rear of the home.
Provide details of any other facilities to which the residents have access	N/A

#### 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.

Within the home, residents meetings take place every 4 to 6 weeks, the meetings are arranged by the Registered Manager. All citizens are informed of the RI visit prior to it taking place and invited to meet with the RI. The Team Manager and RI have met with citizens as part of their formal and informal visits to the service, there is evidence of actions being agreed and implemented as a result of this contact which has been documented via the relevant reports. Feedback forms are shared with all citizens, these are reviewed during the Regulation 80 and Regulation 73 visits.

The delivery of care is determined by the needs of the citizens, with them having input in the development, delivery and reviewing of care and support plans. Advocacy services are offered to citizens when a need is identified.

Regulation 80 visit during this year highlighted a need for improved recording of resident meetings, which has now been achieved. Team manager reported they are confident that citizens are listened to and choice is enabled.

It was recorded that citizens and family members requested activities to be facilitated within the home. As a result of this feedback, the home arranged afternoon tea sessions for separate families.

Within Cysgod Y Gaer the use of Welsh is prominent with the majority of staff speaking Welsh as their first language. This is reflective of the demographics of the home.

The home has received several feedback forms and cards, all of which would indicate a general satisfaction and appreciation of the support offered.

<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>The electronic 'Paris' data system captures a 'What Matters' form that will have been completed by a care practitioner within the community, this records the citizen's personal wishes and objectives and this is used by the Registered Manager to begin the conversation with the citizen about the care and support they will receive within Cysgod Y Gaer. Upon arrival at the home the contents of the 'What Matters' form is reviewed with the citizen and an initial care and support plan is agreed.</p> <p>Care and support is tailored to the needs and wishes of the citizen, care plans and risk assessments and the frequency of reviews are checked as part of the Regulation 80 &amp; Regulation 73 visits. Evidence of this is documented in corresponding reports. Care plans and risk assessments are reviewed every three to six months depending on changes in needs.</p> <p>There is evidence of appropriate referrals and consultation with other professionals such as Social Workers, Occupational Therapists and Health professionals.</p> <p>Citizens are encouraged to access community activities and social events; the home has an adapted vehicle which can be used to facilitate community access.</p> <p>Within Cysgod Y Gaer, residents are supported to take part in gardening activities such as planting seeds and tending raised beds. There are plans to develop this further with an intergenerational project planned for 2023.</p> <p>There is evidence of community groups visiting the home, examples being; local school children singing, entertainers, family days, exotic animals, hairdressers and nails. Citizens are supported to access religious and spiritual activities.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff employed within Cysgod Y Gaer are required to complete mandatory training which includes safeguarding, domestic abuse awareness and manual handling training. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens.</p> <p>There is evidence to demonstrate that the home responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process is followed where staff conduct has fallen below standards expected. The Registered Manager would be in attendance for any safeguarding strategy meetings relating to our citizens. The team attends regular multi agency meetings that are in place to discuss any concerns about a citizen.</p> <p>All citizens and their family/representatives are given a copy of Cysgod Y Gaer's Service User Guide, this outlines how they can raise a concern and how they can make a complaint.</p> <p>The RI's details are displayed in prominent place within the home, as are CIW details and Denbighshire's complaints procedure.</p> <p>The RI reports demonstrate that concerns and complaints are considered and acted upon as part of the visit.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Cysgod Y Gaer aspires to provide opportunities for citizens to maximise and maintain independence whenever possible.</p> <p>Building and room décor, gardens, appropriate fixtures and fittings are regularly assessed for suitability and appropriateness for the citizen's needs.</p> <p>Suitable equipment is provided according to assessed needs. Examples being assisted bath, stand aids, ceiling track hoists, Sara Steady. Grab rails are installed throughout Cysgod. All bedrooms have their own sinks.</p> <p>During the last financial year a new Parker bath was installed, this has improved the bathing experience of residents.</p> <p>There is a comprehensive building and equipment maintenance schedule followed, checks include; Fire and emergency lighting tests, Legionella management, PAT and Lola testing, window lock check, fire door checks.</p> <p>Recent improvements made include:</p> <ul style="list-style-type: none"> <li>• Installation of solar panels</li> <li>• Replacement of heating pipes</li> <li>• Redecoration of lounge areas and communal spaces</li> <li>• Purchase of new dining furniture</li> <li>• Purchase of armchairs for reception area</li> </ul> <p>Within Cysgod Y Gaer there is a reablement flat, which has been adapted to provide greater independence and the opportunity for short stay recovery/recuperation.</p> <p>Cysgod Y Gaer has a good range of new technologies, some of which are specifically designed to support the client group, such as Rita and Alexa's, iPads and large screen televisions and surround sound. Consistent Wi-Fi coverage continues to be a challenge and will be addressed in 2023.</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)	31.40
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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
	<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	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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	0
	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.		
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
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
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Continence awareness Introduction to mental capacity act 2005 Mental Health awareness for managers 3 day first aid at work
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?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
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.	Data Protection and GDPR Mental Health Awareness Violence Against Women Awareness Whistleblowing
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

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	4
Food Hygiene	1

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

Healthy Smile  
Bereavement & loss awareness  
Continence awareness  
Falls Prevention  
Nutrition and hydration awareness  
Record keeping and GDPR Awareness  
Tissue viability awareness



<b>Contractual Arrangements</b>	
No. of permanent staff	5
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)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<b>Typical shift patterns in operation for employed staff</b>	
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.	1 - AM - 07:30-16:00 1 - PM - 15:45 - 21:15
<b>Staff Qualifications</b>	
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	1
<b>Other social care workers providing direct care</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	19
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>	
Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	5
Safeguarding	4
Medicine management	2
Dementia	4
Positive Behaviour Management	10

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Healthy Smile Bereavement & loss awareness Contenance awareness Falls Prevention Introduction to the Mental Capacity Act 2005 Nutrition and hydration awareness Record keeping and GDPR Awareness Tissue viability awareness
Contractual Arrangements	
No. of permanent staff	18
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	3
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)	16
No. of part-time staff (16 hours or under per week)	2
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.	3 - AM - 07:30-16:00 2- PM - 15:45- 21:15 2 - Night - 21:00 - 07:30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	5
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	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	1
Infection, prevention & control	0

Manual Handling	6
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	6
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Fire Safety Domestic Skills Study Day
<b>Contractual Arrangements</b>	
No. of permanent staff	2
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	4
<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)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	3
<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	3
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HACCP COSHH Fire Safety Food Allergens
<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	1
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	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.	Laundry assistant Admin assistant Gardener/Handyperson
<b>Filled and vacant posts</b>	
No. of staff in post	3
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	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	2
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety

### 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)	0
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	0

## Service Profile

### Service Details

Name of Service	Dolwen
Telephone Number	01745812752
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	Not Applicable

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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### Fees Charged

The minimum weekly fee payable during the last financial year?	700.12
The maximum weekly fee payable during the last financial year?	700.12

### 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?	Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; Quality of Care Review (Reg 80) Responsible Individual Monitoring Visit (Reg 73) Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments

#### Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Garden seating area in front of Dolwen, memorial garden outside of Bryn lounge, small seating area outside of Castell lounge.
Provide details of any other facilities to which the residents have access	N/A

#### 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>Within residential settings, residents meetings take place every 4 to 6 weeks, the meetings are arranged by the Registered Manager. The Registered Manager or their deputy will carry out a full walk around the home on each shift. A recent development following an RI visit, is that the Registered Manager now has protected time each week where they will be on the floor to observe practice and provide leadership to the direct care staff.</p> <p>All citizens are informed verbally of the RI visits, family members and representatives are informed via letter and through a What sapp group, all are invited to meet with the RI privately during the visit. The Team Manager and RI have met with citizens as part of their formal and informal visits to the service, there is evidence of actions being agreed and implemented as a result of this contact, this is documented via the relevant reports. Feedback forms are offered to citizens, relatives and representatives and there is a feedback box within the reception area of the home.</p> <p>Advocacy services are offered to citizens when a need is identified. The delivery of care is determined by the needs of the citizens, with them having input in the development, delivery and reviewing of care and support plans. Regulation 80 visit reports demonstrate that these documents are reviewed and recommendations made to make them more effective meaningful.</p> <p>RI visit reports demonstrate contact with citizens and their representatives and actions taken as a result. In addition, Regulation 80 report evidences Team Manager attending resident meetings.</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>The electronic 'Paris' data system captures a 'What Matters' form that will have been completed by a care practitioner within the community, this records the citizen's personal wishes and objectives and this is used by the Registered Manager to begin the conversation with the citizen about the care and support they will receive within Dolwen. Upon arrival at the home the contents of the 'What Matters' form is reviewed with the citizen and an initial care and support plan is agreed.</p> <p>The home has introduced individualised walking care plans, these are intended to promote physical activity and wellbeing.</p> <p>Care and support is tailored to the needs and wishes of the citizen, care plans and risk assessments and the frequency of reviews are checked as part of the Regulation 80 &amp; Regulation 73 visits. Evidence of this is documented in corresponding reports.</p> <p>Care plans and risk assessments are reviewed every three to six months depending on changes in needs.</p> <p>There is evidence of appropriate referrals and consultation with other professionals such as Social Workers, Occupational Therapists and Health professionals.</p> <p>Citizens are encouraged to access community activities and social events; the home has an adapted vehicle which can be used to facilitate community access.</p> <p>There is evidence of community groups visiting the home, examples being; local school children singing, entertainers, Lego therapy, music therapy. Citizens are supported to access religious and spiritual activities.</p> <p>Thankyou cards and praise have been received within the service, which would indicate an overall satisfaction with the service provided.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff employed within Dolwen are required to complete mandatory training which includes safeguarding, domestic abuse awareness and manual handling training. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens.</p> <p>There is evidence to demonstrate that the home responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process is followed where staff conduct has fallen below standards expected. The Registered manager would be in attendance for any safeguarding strategy meetings relating to our citizens. The team attends regular multi agency meetings that are in place to discuss any concerns about a citizen.</p> <p>All citizens and their family/representatives are given a copy of Dolwens Service User Guide, this outlines how they can raise a concern and how they can make a complaint.</p> <p>The RI's details are displayed in prominent place within the home, as are CIW details and Denbighshire's complaints procedure.</p> <p>The RI reports demonstrate that concerns and complaints are considered and acted upon as part of the visit.</p>

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

Building and room décor, gardens, appropriate fixtures and fittings are regularly assessed for suitability and appropriateness for the citizen's needs. Suitable equipment is provided according to assessed needs. Examples being assisted bath, stand aids, ceiling track hoists, Sara Steady, larger rooms and 2 X en-suite rooms. During a Regulation 80 visit, it was recorded that improvements to the physical environment had been made, examples being; new furniture for bedrooms, dining areas and lounges. Citizens were consulted about the decor and styles of furniture.

There is a comprehensive building and equipment maintenance schedule followed, checks include; Fire and emergency lighting tests, Legionella management, PAT and Lola testing, window lock check, fire door checks.

The manager completes a monthly checklist to ensure the building is safe and well maintained. In addition, there is a maintenance book where issues can be reported and addressed as they arise.

- Recent improvements from the current maintenance programme include; Redecoration of the Bryn lounge and corridor, which is reflective of the preferences and interests of the client group supported in Dolwen.

- A new lift has been installed, this allows for a more comfortable experience for the users. A stair lift has been introduced giving more options for citizens to manoeuvre between the ground and first floor.

- The day centre has been redesigned with a new focus on reablement. It now has an adapted kitchen with rise and fall kitchen counters.

There are areas within Dolwen that have been developed to create greater privacy and promote independence.

Parc is one area of the home which has 3 bedrooms one of which is en-suite. Parc has a self-contained lounge with a small kitchen area and access to two bathrooms. The development of Parc was citizen led. Parc is proving successful, two people have moved to Extra Care Housing.

Additionally, within Dyfryn there is a large room allocated for residential reablement support. This room has its own kitchen area and could accommodate a couple if required.

Dolwen has a good range of new technologies, some of which are specifically designed to support Dolwen's client group, such as Rempod and Rita's. In addition, the home uses Alexa's, Virtual Reality headsets, Simple Music Player, iPads and large screen televisions. Consistent Wi-Fi coverage continues to be a challenge, a temporary solution has been found through the use of portable dongles.

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)	28.60
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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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Modern Slavery Awareness Violence against Women Awareness Fire Safety Mental Health Awareness Welsh Language Awareness Oral Hygiene

#### 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
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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	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	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls prevention Modern Slavery Awareness Violence against Women Awareness Mental Health Awareness Oral Hygiene Welsh Language Awareness

#### 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?	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	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	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection and GDPR Mental Health Awareness Violence Against Women Awareness Whistleblowing

#### 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

#### Nursing care staff

Does your service structure include roles of this type?	No
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	1
Manual Handling	1
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 Day First Aid Course Fire Safety Mental Health Awareness Modern Slavery Awareness Violence against Women Awareness Welsh Language Awareness End of Life
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	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.	1 - AM - 07:30-14:30 1 - PM - 12:30 - 21:00

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	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>	
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	20
Equality, Diversity & Human Rights	22
Infection, prevention & control	3
Manual Handling	8
Safeguarding	23
Medicine management	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Safety Medication Awareness Mental Health Awareness Modern Slavery Awareness Violence against Women Welsh Language Awareness
Contractual Arrangements	
No. of permanent staff	20
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	2
<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)	6
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	3

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.	4 - am - 07:30-14:30 1 - am 07:30 - 18:00 2 - pm - 12:30- 21:00 1 - pm 14:00-21:00 2 - night - 21:00 - 07:30
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
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	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	5
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	5
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Domestic skill study Welsh Language Awareness Mental health Awareness Violence against Women Awareness Modern Slavery Awareness
Contractual Arrangements	
No. of permanent staff	5
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification	5
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	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	0
Manual Handling	0
Safeguarding	4
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Allergens Modern Slavery Awareness Welsh Language Awareness Violence against Women Awareness
Contractual Arrangements	
No. of permanent staff	5
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)	2

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	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.	Laundry assistant Admin assistant Gardener/Handyperson
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	1
Manual Handling	0
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Modern Slavery Awareness Welsh Language awareness Violence against Women Awareness
Contractual Arrangements	
No. of permanent staff	5
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)	0
No. of part-time staff (17-34 hours per week)	4
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

#### Service Profile

##### Service Details

Name of Service	Domicillary Support Sevices
Telephone Number	03004561000
What is/are the main language(s) through which your service is provided?	English Medium with some billingual 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?	250
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	21.40
The maximum hourly rate payable during the last financial year?	21.40

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; Quality of Care Review (Reg 80) Responsible Individual Monitoring Visit (Reg 73) Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings (e.g. Community Living and Extra Care) Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments

##### 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.

Within Extra Care and Community Living tenant meetings take place, although regularity varies in Extra Care, with one scheme having monthly meetings and another not meeting for a year. These meetings are arranged by the relevant housing association and the care team attend when they do take place in order to respond to any queries. All Service Users are informed of the RI visit prior to it taking place and invited to meet with the RI. The Registered managers and RI have met with citizens as part of their formal and informal visits to the service. There is evidence of actions being agreed and implemented as a result of this contact which has been documented via the relevant reports. Feedback forms are shared with all citizens and these are reviewed during the Reg 80 and Reg 73 visits. Advocates are offered to provide support to citizens when a need is identified. The service is driven by the needs of the citizens who are supported and they have input in the development, delivery and reviewing of care and support plans. Another example of giving opportunity for people's voices to be heard is the creation of a new care and support role to support more complex cases, to allow the time needed for the citizen to participate and shape their support.

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.

The electronic 'Paris' data system captures the 'What Matters' form which records the citizen's personal wishes and objectives, this is used to inform the care and support plan. Care and support plans are developed from this information. There is evidence to demonstrate citizens are involved with the planning, delivery and review of their care and support, this is tailored to the needs and wishes of the citizen and can be stepped up/down as required – this was observed during the last quality of care review. Within our Community Living houses, the senior has introduced opportunity goals tailored to each citizen's wishes and independence goals, progress against these is regularly reviewed by the senior and registered manager. Citizens are encouraged to access community activities and social events, for example some citizens are supported to access day services or work opportunities. Care and support staff will also signpost citizens to other support services, for example, Community Navigators who have extensive knowledge of local community activities. Care plans and risk assessments are in place for all citizens supported and these are reviewed every three to six months, this is checked during the Reg 80 visits. Thank you cards and praise are regularly received within the service, which would indicate an overall satisfaction with the service provided. Monthly managers' checklists could evidence this further and need to be completed more consistently.

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

All staff employed within the service are required to complete mandatory training which include safeguarding training, domestic abuse awareness and manual handling. All staff are required to register with Social Care Wales and safer recruitment processes are followed for all new appointments prior to working with citizens. There is evidence to demonstrate that the service responds effectively to safeguarding concerns, safeguarding referrals are made in a timely manner, complaints are investigated and where necessary the disciplinary process followed where staff conduct has fallen below standards expected. All citizens are given a Service User Guide, this outlines how they can raise a concern and how they can make a complaint. The Registered manager/senior would be in attendance for any safeguarding strategy meetings relating to our citizens. During the RI visit, safeguarding referrals are scrutinised and discussed with the team to learn from these events. The team attends weekly multi agency meetings that are in place to discuss any concerns about a citizen and agree any appropriate actions.

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)	67.40
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	2
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No. of posts vacant	0
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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
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Health & Safety	1
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Equality, Diversity & Human Rights	2
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Manual Handling	0
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Safeguarding	1
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Dementia	1
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Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	How to become more resilient when coping with change Managing customers expectations Mental Health Awareness Shortlisting Whistleblowing Domestic skills study day Drugs new trends, new issues Mental Health Awareness professional boundaries First Aid Reflective Practice Shortlisting Welsh Language Awareness Whistleblowing Working with adults with problematic alcohol use 1 2 1 Discussions Attendance at Work awareness Carer awareness Code of Conduct Data Protection and GDPR
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	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	2
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

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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 2 1 Discussions Attendance at Work awareness Ask & Act Aspiring manager programme Carer awareness Code of Conduct Conflict management Data Protection and GDPR Effective time management skills First Aid record keeping and GDPR awareness Shortlisting Welsh Language Awareness Whistleblowing

#### Contractual Arrangements

No. of permanent staff	0
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)	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
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#### Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	5
Safeguarding	7
Dementia	2
Positive Behaviour Management	3
Food Hygiene	4

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask & Act Coping with challenging behaviour Hoarding & Self Neglect How to become more resilient when coping with change Introduction to the Mental Capacity Act 2005 Managing Customer expectations Mental Health Awareness for Managers Working with Adults with Problematic Alcohol Use Tissue Viability Awareness ICAN Mental Health and Suicide Awareness Attendance at Work Awareness Carer Awareness Climate Change Data Protection & GDPR Hate Crime Awareness Modern Slavery One to One Discussions Shortlisting Violence against Women Welsh Language Awareness Whistleblowing Aspiring Manager Programme Assessing Working Practice within All Wales Induction Framework Coaching other to achieve higher potential Effective Time Management Skills End of Life Care Wellness Action Planning for Employees Code of Conduct Confidence & assertiveness Confidence in dealing with conflict Conflict Management Domestic Skills Study Day Epilepsy awareness & Buccal Midazolam Managing difficult conversations Managing for the first time Person Centred Care Reflective Practise Stress Management in the workplace Suicide and self harm awareness Three day First Aid at Work Responding to Distressed Behaviours Emergency First Aid
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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)	7
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	7
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	72
No. of posts vacant	12
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	19
Health & Safety	29
Equality, Diversity & Human Rights	36
Manual Handling	36
Safeguarding	39
Dementia	15
Positive Behaviour Management	1
Food Hygiene	25

Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 2 1 Discussions Ask & Act Arthritis Awareness Autism Awareness Aspiring Manager Programme Attendance at Work awareness Carer Awareness Climate Change Coaching Others to Achieve Higher Potential Code of Conduct Conflict management Continenence Awareness Corporate Induction COSHH Data Protection and GDPR Diabetes in Care Domestic Skills Study Day Drugs New Trends, New Issues Dysphasia Training Effective Time Management Skills Epilepsy and Buccal Midazolam Falls Prevention Fire Safety First Aid Hate Crime Awareness Healthy Smile How to Become more Resilient when Coping with Change Infection Control Managing customers expectations Medication Mental Health Awareness Modern Slavery Nutrition and Hydration Oral Hygiene Person Centred Care Professional Boundaries Record Keeping and GDPR awareness Reflective Practice Shortlisting Tissue Viability Values in Care Violence Against Women Awareness Welsh Language Awareness Whistleblowing Work with Adults with Problematic Alcohol Use Working in an Outcome Focused Way
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Contractual Arrangements	
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No. of permanent staff	69
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	4
No. of Non-guaranteed hours contract (zero hours) staff	14

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
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No. of full-time staff (35 hours or more per week)	17
No. of part-time staff (17-34 hours per week)	47
No. of part-time staff (16 hours or under per week)	8

Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	78
No. of staff working towards the required/recommended qualification	7

Other types of staff
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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.	Occupational Therapist
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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ask & Act Bed management evaluation Bereavement and loss awareness Emergency First Aid Hoarding and Self Neglect How to become more resilient when coping with change Hate Crime Awareness Mental Health Awareness 121 discussions and shortlisting
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0