

# 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:	Ferry Care Ltd	
The provider was registered on:	24/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	The Kings Rest	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	03/12/2018
	Responsible Individual(s)	Peter Cox
	Manager(s)	Nigel Howells
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Ferry Cottage	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	24/09/2018
	Responsible Individual(s)	Peter Cox
	Manager(s)	Nigel Howells
	Maximum number of places	1
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training is identified depending on the service users needs. These include a combination of online training courses and face to face courses. Staff are expected to complete a number of online courses every month, the manager checks these have been completed at the end of every month. Face to face training is completed as and when throughout the year. The manager keeps a training matrix to make sure all staff are up to date on their training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is carried out by the manager. Adverts are put out on various online sites and suitable applicants are then interviewed, vetted and trained to a suitable level before going on shift. Arrangements for staff retention include creating a positive working environment, listening to and dealing with concerns efficiently and fairly, paying competitive rates and being flexible where possible.

## Service Profile

### Service Details

Name of Service	Ferry Cottage
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Telephone Number	01873832418
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?	1
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	2300
The maximum weekly fee payable during the last financial year?	6000

##### 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?	Questionnaires sent out to family members Speaking to family directly Seeking service user's views directly where possible

##### Service Environment

How many bedrooms at the service are single rooms?	1
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ferry Cottage has a large garden set in peaceful countryside with excellent views. There is plenty of space currently used for activities such as playing football. There is also a patio area with seating. There is a large garden shed used for storage and a car park area allowing private parking. The outside area is well landscaped creating a great environment to be enjoyed.
Provide details of any other facilities to which the residents have access	The service users all have their own private living room which are adapted to suit them individually and so can be used for activities that they are interested in and benefit from. There is also an activities room to accommodate a pool table, table football, dart board and drum kit.

##### 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.

Service users at Ferry cottage have great verbal communication skills and are very confident to put their views across to staff. All staff are aware that we want to maintain this environment where the service users know they can speak honestly and openly with staff members and that any concerns are taken seriously. The service users have complete control over their day and have a member of staff with them 24 hours a day who are happy to help them do any reasonable activity they would like to do. The service users are very familiar with staff due to a very low staff turn over and the long length of time the service users have lived at the home. Staff are also encouraged to voice opinions and concerns. We are always working to create an open and honest culture that allows staff to come forward. Staff have supervisions regularly and are encouraged to be honest. There is a policy that makes it clear how staff can raise any concerns they may have. Staff are regularly in contact with the service user's family's either over the phone or when the service user's visits them/ they visit. Their views are highly valued, and any concerns are actioned. Questionnaires are sent out to the family which are rarely responded to. This suggests they don't have any concerns they would like to raise. Action has been taken to improve the regularity that the questionnaires are sent out.

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.

All aspects of the service user's health and well-being are well supported. Staff are always available to accompany them to any health appointments. Staff are well informed on any health issues the service user's have and how best to manage them. Staff receive extensive training on a vast range of areas regarding service user health. These include medication, diabetes, diet, bipolar awareness, continence promotion and hygiene training. Staff are also trained to spot any potential issues arising. Staff have refresher training annually. An example is when staff raised concerns over a service user's behaviour starting becoming more extreme, the manager acted quickly to involve the service user's GP and psychiatrist resulting in changes in medication and an improvement in behaviours which would otherwise impact on the service user's well-being. The service user's are encouraged to eat healthy and be active, staff have worked with the service user's GP's on how best to support them to do this.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service has lots of systems in place to protect people from abuse and neglect. Staff will not start work at the service until enhanced DBS checks and references have been obtained. The service has only had one new member of staff in the last year and this process was followed. Staff undergo safeguarding training annually and are required to read and sign the services safeguarding and whistle blowing policy every 6 months, these policies are reviewed every 6 months. The service users need support managing their own money, strict record keeping is in place to ensure that all expenditure is accounted for. Staff must sign for and provide a receipt for all expenditure which is then checked monthly by the manager.</p> <p>A culture has been created where staff feel comfortable raising concerns and whistleblowing should they become aware of any safeguarding issues. Staff are also trained to spot tell tale signs. The service users are always encouraged to voice any concerns and staff work to maintain a relationship where they feel comfortable doing so.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The service users have their own bedroom, bathroom and living area in a spacious rural property. The accommodation is suited to best support and promote their well-being in many ways. Firstly there is ample space. The service user enjoys playing pool, table football and the drums, all of which require a lot of space. The accommodation allows them to have all of these possessions in their home to use at any time. The property is located in a quiet rural area which suits the service users needs. A large garden allows the service users to have their own football goals, a sport some love to play and follow.</p> <p>The service users living area and bedroom is decorated to their taste.</p> <p>There is a maintenance matrix in place to ensure that works that have been identified are carried out in a timely manner. This is updated by the manager every time work is identified or actioned. This ensures the home is a safe and welcoming place to live. Examples of maintenance carried out include flat roof repairs, a new boiler and new flooring in the kitchen.</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>11</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>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### 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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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>Senior support workers typically work a combination of 14.5 and 8 hour shifts, predominately 14.5 hour shifts.</p> <p>The shifts are shared out amongst senior support workers to ensure there is always a senior or management on duty every day.</p> <p>Senior support workers also do sleep ins. Every 14.5 hour shift is followed by a sleep in.</p>

<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	2
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.	
<b>Filled and vacant posts</b>	
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	1
Health & Safety	7
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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
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)	6
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.	Staff work a combination of 14.5 and 8 hour shifts, usually 14.5 hours. 14.5 hour shifts are followed by a sleep in. Staff have 1-3 days off following a 14.5 hour shift. Staff only tend to work about two 8 hour shifts per month.
<b>Staff Qualifications</b>	
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
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

##### Service Details

Name of Service	The Kings Rest
Telephone Number	01873821770
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	2300
The maximum weekly fee payable during the last financial year?	6000

##### 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?	Questionnaires sent out to family members Directly speaking with family members Seeking views of service users where possible

#### Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	0
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	The Kings rest has a communal patio area and a back garden. Both are enclosed and service users have access to this at anytime during the day. The garden backs onto open farm land which creates a quiet, relaxed environment. There is seating and tables on the patio.
Provide details of any other facilities to which the residents have access	The service users all have their own private living room which are adapted to suit them individually and so can be used for activities that they are interested in and benefit from.

#### 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>We have multiple measures in place to ensure that all service users at The Kings rest can have choice and control over their daily lives, care and support. All staff are aware of the importance of giving the service users in our care as much control over their lives as possible. Some of the service users in our care have limited verbal communication, to ensure they receive care and support in their best interest we work closely with family members and other professionals. Staff are well trained, and a very low turnover of staff means staff know the service users very well allowing them to understand how they communicate their preferences. Staff understand what key words and actions mean which not only allows them to understand what the service user would like to do but also how they are feeling. New members of staff are supported to build relationships with the service users, gain trust and understanding. A recent new member of staff complemented the existing staff team for supporting them to do this. One service user has a picture chart that they can use to choose their breakfast each morning although often will point to cupboard containing the breakfast he wants. A service user with limited verbal communication knows that if they get their shoes out of their wardrobe staff will understand they want to go out into the community, staff then use their understanding of the service users preferences to suggest activities or places to go. Staff are also encouraged to voice opinions and concerns. We are always working to create an open and honest culture that allows staff to come forward. Staff have supervisions regularly and are encouraged to be open and honest. There is a policy that makes it clear how staff can raise any concerns they may have. Views of family members are always welcomed and valued. The manager and staff team are regularly in contact with family members and will always seek their views. Questionnaires are sent out to families as part of the 3 monthly audits however as the families rarely return them there have been occasions where they haven't been sent out, it has been identified this as somewhere to improve and ensure they are sent out every time to give the best chance of getting some valued feedback. The lack of response to these questionnaires from families suggests there are no concerns.</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>All aspects of service users health and well-being are taken extremely seriously and prioritised with the utmost importance. Service users have staff available around the clock to monitor and help with any issues that may arise. Staff receive extensive training on a vast range of areas regarding service user health. These include medication, diabetes, diet, bi-polar awareness, confidence promotion and hygiene training. Staff have refresher training annually. Daily records can be and have been adapted to allow further monitoring of health issues where requested by external health professionals. The staff team have worked with GPs, community nurses, psychiatrist's, physio's and advocates to ensure all areas of service users health and well-being is maintained to the best possible level. The service has a good relationship with all of these professionals, there have been no occasions where they have not been satisfied with our role in maintaining health and wellbeing. Staff are trained to spot potential health issues as early as possible to allow early intervention and are aware of how to raise concerns so that action is taken. An example of this is a staff member had concerns over a service users bathroom design having a negative impact on their wellbeing. This concern was taken seriously by the manager and various health professional visits were arranged to establish if any improvements could be made. All advice was followed resulting the best possible chance of improving the service user's wellbeing. There have been occasions where psychiatrists have requested staff to monitor and record changes in behavior's to allow them to make a better-informed decision and so daily records were tailored and new documents created to record and provide as much information as possible to aide the psychiatrist and other health professionals to make necessary decisions to improve the service users wellbeing.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service has lots of systems in place to protect people from abuse and neglect. Staff will not start work at the service until enhanced DBS checks and references have been obtained. The service has only had one new member of staff in the last year and this process was followed. Staff undergo safeguarding training annually and are required to read and sign the services safeguarding and whistle blowing policy every 6 months, these policies are reviewed every 6 months. The service users are not able to manage their own money, strict records are kept on all aspects of service users finance and checked by the manager at least monthly to ensure the service users are protected from financial abuse and neglect. All service users available cash is locked away with only the manager and senior staff having access. A culture has been created where staff feel comfortable raising concerns and whistleblowing should they become aware of any safeguarding issues. Some of the service users are unable to communicate any safeguarding concerns they may have so staff are trained to spot tell-tale signs. All staff are positively monitored throughout the year, no concerns have been identified.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Each individual has their own private accommodation which comprises of a lounge, bedroom and bathroom as a minimum. Each private flat is personalized to the individual's preferences and any necessary adaptations are made. Adaptions are made to the flats based on the individual service users requirements. These adaptations allow them to have independent use of their flat while maintaining their safety. Service user's can express how they would like their flat's decorated, if they are unable to express this then staff make best interest decisions based on what they know they like. All service users have access to an outside patio and garden area and have the ability to go between this area and their flats as and when they please. The garden is enclosed for the benefit of the service users safety. The property is set in a rural area surrounded by open countryside that creates a quiet environment which the service benefit from. There is a maintenance matrix in place to ensure that works that have been identified are carried out in a timely manner. This is updated by the manager every time work is identified or actioned. The whole building and gardens are maintained to a high standard. Every room has recently been painted and each of the service users bathrooms have been re-done. Fire safety checks are carried out every 6 months by professionals and all identified works are corrected immediately. A recent inspection by the fire service identified a door that needed a self closer fitted and a room of combustible materials emptying, these were actioned immediately. The fire inspector commented that on the whole he was very happy with the premises. Staff can raise concerns over changes they feel are necessary to support service users changing needs and the manager is reactive in addressing them. An example is staff raised a concern over some of the patio slabs becoming loose and unsteady, the manager then ensured the whole patio was re-laid providing a stable surface for the service users to walk on.</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>11</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>	
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Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	Working a combination of 14.5 hour and 8 hour shifts. The 14.5 hour shifts are followed by a sleep in and then 1-3 days off. There is a 3 week rolling rota in place.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	8
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	

No. of full-time staff (35 hours or more per week)	6
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: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	Working a combination of 14.5 hour and 8 hour shifts. The 14.5 hour shifts are followed by a sleep in and then 1-3 days off. There is a 3 week rolling rota in place.
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
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	1
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
Does your service structure include any additional role types other than those already listed?	No