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:	Forest Gate Healthcare Ltd
The provider was registered on:	13/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Ty Ross Care Home

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	03/07/2019
Responsible Individual(s)	Ian Hutchinson
Manager(s)	Gail Dean
Maximum number of places	38
Service Conditions	There are no conditions associated to this service

Oakdale Manor

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/05/2019
Responsible Individual(s)	Ian Hutchinson
Manager(s)	Amanda Edwards
Maximum number of places	31
Service Conditions	There are no conditions associated to this service

Woffington House

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/05/2019
Responsible Individual(s)	Ian Hutchinson
Manager(s)	
Maximum number of places	36
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	Where training needs have been identified, training has been arranged.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Where staff vacancies have been identified more staff have been taken on. Recruitment is an ongoing procedure.

Service Profile

Service Details

Name of Service	Oakdale Manor

Telephone Number	01495230900
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?	35

Fees Charged

The minimum weekly fee payable during the last financial year?	791.72
The maximum weekly fee payable during the last financial year?	812.72

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?	Reg 73 Open consultation with manager/deputy Open consultation with RI

Service Environment

How many bedrooms at the service are single rooms?	31
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	23
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Furnished garden area Furnished patio area
Provide details of any other facilities to which the residents have access	Internal courtyard with vegetable patch

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.	Care plans are written in collaboration with the resident where ever possible. We gather information about the personal and famiy history of the resident from birth to present day. This enable us to better understand the needs and wishes of residents and understand how they want their care delivered. The residents voice is evident throughout the care plan, which is written in the first person. Care plans are updated and information added as we learn about the resident, this means the care plan and delivery of care remain relevant to the person for the duration of their stay with us. In addition to this the family and friends of the resident may share information and stories which help with reminiscence which is a valuable tool in dementia and residential care. Understanding the persons past allows us to better manage the present and prepare for the future.
	Residents without dementia and people living with dementia benefit from staff having in depth knowledge of their personal, family and work history. It is so important to remember that the effects of having worked in heavy industry impact on the health and well-being of individuals. COPD, asbestosis and other industrial illnesses have a huge impact on the health and well-being of residents. We ensure the history of the person and their likes dislikes, hobbies, and aversions are documented. We use this knowledge to help residents have meaningful occupation in their lives every day. Activities are not a blanket across the service, we try to tailer the activity and occupation to the individual. This has a huge impact on the daily life of those living at the service and truly make it a home from home experience. Health is maintained, mobility is increased, cognitive ability is improved and maintained and motor skills are improved and maintained. Residents have access to the local GP services at Forest View Medical Centre and there is a weekly ward round where non-urgent GP access is available. Acute illness and conditions are referred directly to Forest View on the same day. Illness is audited for evidence of trends and appropriate action taken by the Senior and Care teams to ensure people remain well for as long as possible and recover from periods of ill health as quickly as possible. Residents are actively involved in the planning of activities and help with household chores, gardening and maintenance of the home.

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.	Residents feel a sense of purpose and belonging and like to take ownership of certain task based activities. Staff are vigilant to spot abuse of any kind and are happy and willing to report anything that causes them concern. Residents have formed lovely relationships with staff and are confident in them to care for them and do the right thing by them. Residents confide in staff if they are upset or worried and have the confidence to know that the service will act in their best interest. Staff are confident in reporting and do not shy away from their responsibility to defend and advocate on behalf of residents. Staff give the residents the confidence to talk freely and openly about anything they need to. Some residents will approach the manager directly while other ask staff to report on their behalf. Residents are supported with their care and emotional needs in a way that is personal to them and helps them feel nurtured and care for. By providing care to residents in a person centred and individualised way we ensure that they feel their needs are met without taking away their independence and skills. The level of support provided varies greatly from person to person and the individual is at the heart of everything we do. We have a Meaningful Occupation lead who is responsible for ensuring staff are trained to support not take away skills. This helps residents remain confident in their abilities and ensures they remain as independent of body and mind as possible for as long as possible. Giving residents the tools to make their own decisions helps them to feel in control of their life while they are at Oakdale. Planning meaningful occupation for individuals and giving the correct level of support to carry out these tasks or hobbies ensure that the person achieves good outcomes. Residents are not pushes or coerced into joining in with things that do not interest them, outcome focused activity is beneficial and life affirming for people with and without dementia. If you used to be a decorator you then you can help decorate: some resident like to help paint and decorate inside the home and the garden. Others help to maintain the gardens, if they prefer arts and crafts then they help to prepare the home for holidays and celebrations. Some are natural home makes and these people help with the everyday task such as folding laundry, laying table, dusting, cleaning floors with carpet sweepers.
The extent to which people feel safe and protected from abuse and neglect.	To ensure good outcomes for residents we ensure that they are set up to achieve. Some blanket activities are destined to have residents fail, which we try to avoid. We break down activities into manageable segments for individual who have higher needs and are put off by the thought of failing and appearing stupid. Meaningful Occupation ensure people do meaningful things which ensure good outcomes.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	See above

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 8 |

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

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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Legionella Fire Pova/Sova Falls

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

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	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Falls Fire Legionella

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

No. of staff in post	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	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	6
Medicine management	7
Dementia	7
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Pova/Sova Falls Care planning

> 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)	4
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

> Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	12 hour or 6 hour shifts 8-8 & 8-8 Or 8-2, 2-8 & 8-8

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	18
No. of posts vacant	3

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

Induction	16
Health & Safety	10
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	10
Safeguarding	5
Medicine management	22
Dementia	6
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Pova/Sova Falls

Contractual Arrangements	
No. of permanent staff	18
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)	4
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	1

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.	12 hour or 6 hour 8-8 & 8-8 8-2, 2-8 & 8-8 There is also a 5pm-11pm shift

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	2

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	4
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Pova/Sova COSHH

Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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) | 4 |
| No. of part-time staff (16 hours or under per week) | 0 |

Staff Qualifications	

| No. of staff who have the required qualification | 4 |
| 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 | 4 |
| 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	0
Infection, prevention & control	4
Manual Handling	4
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Kitchen specific food hygiene Kitchen specific manual handling

Contractual Arrangements	

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	

No. of staff who have the required qualification	4
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.	Administrator General admin role - paperwork, invoicing, payroll, fielding phone calls etc

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

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

Service Profile

Service Details

Name of Service	Ty Ross Care Home

Telephone Number	01443778305
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?	75

Fees Charged

The minimum weekly fee payable during the last financial year?	707
The maximum weekly fee payable during the last financial year?	749

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?	Reg 73 Open access to manager Open access to deputy Open access to RI

Service Environment

How many bedrooms at the service are single rooms?	33
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?	5
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Patio area Landscaped rear garden External visiting pod
Provide details of any other facilities to which the residents have access	Hairdressing Link with local school Chiropodist

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.	Care plans are written in collaboration with the resident where ever possible. We gather information about the personal and family history of the resident from birth to present day. This enable us to better understand the needs and wishes of residents and understand how they want their care delivered. The residents voice is evident throughout the care plan, which is written in the first person. Care plans are updated and information added as we learn about the resident, this means the care plan and delivery of care remain relevant to the person for the duration of their stay with us. In addition to this the family and friends of the resident may share information and stories which help with reminiscence which is a valuable tool in dementia and residential care. Understanding the persons past allows us to better manage the present and prepare for the future. Residents without dementia and people living with dementia benefit from staff having in depth knowledge of their personal, family and work history. It is so important to remember that the effects of having worked in heavy industry impact on the health and well-being of individuals. COPD, asbestosis and other industrial illnesses have a huge impact on the health and well-being of residents. We ensure the history of the person and their likes dislikes, hobbies, and aversions are documented. We use this knowledge to help residents have meaningful occupation in their lives every day. Activities are not a blanket across the service, we try to tailer the activity and occupation to the individual. This has a huge impact on the daily life of those living at the service and truly make it a home from home experience. Health is maintained, mobility is increased, cognitive ability is improved and maintained and motor skills are improved and maintained. Residents have access to the local GP services at Forest View Medical Centre and there is a weekly ward round where non-urgent GP access is available. Acute illness and conditions are referred directly to Forest View on the same day. Illness is audited for evidence of trends and appropriate action taken by the Senior and Care teams to ensure people remain well for as long as possible and recover from periods of ill health as quickly as possible. Residents are actively involved in the planning of activities and help with household chores, gardening and maintenance of the home. Residents feel a sense of purpose and belonging and like to take ownership of certain task

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.	based activities. Staff are vigilant to spot abuse of any kind and are happy and willing to report anything that causes them concern. Residents have formed lovely relationships with staff and are confident in them to care for them and do the right thing by them. Residents confide in staff if they are upset or worried and have the confidence to know that the service will act in their best interest. Staff are confident in reporting and do not shy away from their responsibility to defend and advocate on behalf of residents. Staff give the residents the confidence to talk freely and openly about anything they need to. Some residents will approach the manager directly while other ask staff to report on their behalf. Residents are supported with their care and emotional needs in a way that is personal to them and helps them feel nurtured and care for. By providing care to residents in a person centred and individualised way we ensure that they feel their needs are met without taking away their independence and skills. The level of support provided varies greatly from person to person and the individual is at the heart of everything we do. We have a Meaningful Occupation lead who is responsible for ensuring staff are trained to support not take away skills. This helps residents remain confident in their abilities and ensures they remain as independent of body and mind as possible for as long as possible. Giving residents the tools to make their own decisions helps them to feel in control of their life while they are at Ty Ross. Planning meaningful occupation for individuals and giving the correct level of support to carry out these tasks or hobbies ensure that the person achieves good outcomes.
The extent to which people feel safe and protected from abuse and neglect.	Residents are not pushes or coerced into joining in with things that do not interest them, outcome focused activity is beneficial and life affirming for people with and without dementia. If you used to be a decorator you then you can help decorate: some resident like to help paint and decorate inside the home and the garden. Others help to maintain the gardens, if they prefer arts and crafts then they help to prepare the home for holidays and celebrations. Some are natural home makes and these people help with the everyday task such as folding laundry, laying table, dusting, cleaning floors with carpet sweepers. To ensure good outcomes for residents we ensure that they are set up to achieve. Some blanket activities are destined to have residents fail, which we try to avoid. We break down activities into manageable segments for individual who have higher needs and are put off by the thought of failing and appearing stupid. Meaningful Occupation ensure people do meaningful things which ensure good outcomes.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	See above

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	2

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

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	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Culture change Fire Sova

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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Good care / bad care Parkinson's Sova Palliative Diabetes

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No

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

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

No. of staff in post	9
No. of posts vacant	0

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

Induction	3
Health & Safety	1
Equality, Diversity & Human Rights	5
Infection, prevention & control	2
Manual Handling	4
Safeguarding	3
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative Parkinson's Fire Falls COSHH Effective communication Pressure relief Creating a new vision Person centres training First aid Care planning Supervision

> Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	9
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.	6 hour or 12 hour 8-2, 2-8 & 8-8 Or 8-8 & 8-8

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	34
No. of posts vacant	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	10
Health & Safety	3
Equality, Diversity & Human Rights	8
Infection, prevention & control	10
Manual Handling	28
Safeguarding	24
Medicine management	0
Dementia	41
Positive Behaviour Management	13
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Parkinson's Fire Safehold & breakaway Palliative Pressure relief Pressure prevention Creating a new vision COSHH First Aid Person centred Fire Marshall Good care / bad care Falls

Contractual Arrangements

No. of permanent staff	34
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)	34
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.	6 hour or 12 hour 8-2, 2-8 & 8-8 Or 8-8 & 8-8

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	9

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	8
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	3
Health & Safety	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	7
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0

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

Contractual Arrangements

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

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)	8
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	8
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	4
No. of posts vacant	2

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

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

Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire QCF level 2 & 3 catering COSHH

Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
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	3

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.	Administrator does administrative duties Maintenance does maintenance duties Acitivities does activities

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	1
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Effective communication Fire Fire Marshall

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	Woffington House

Telephone Number	01495717667
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	69

Fees Charged

The minimum weekly fee payable during the last financial year?	825.70
The maximum weekly fee payable during the last financial year?	825.70

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?	Reg 73 Open access to manager Open access to deputy Open access to RI

Service Environment

How many bedrooms at the service are single rooms?	36
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?	4
How many communal lounges at the service?	5
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Furnished patio area
Provide details of any other facilities to which the residents have access	Conservatory Hairdressing room

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	Yes
List 'Other' forms of non-verbal communication used	Whiteboard, Menus

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.	Care plans are written in collaboration with the resident where ever possible. We gather information about the personal and family history of the resident from birth to present day. This enable us to better understand the needs and wishes of residents and understand how they want their care delivered. The residents voice is evident throughout the care plan, which is written in the first person. Care plans are updated and information added as we learn about the resident, this means the care plan and delivery of care remain relevant to the person for the duration of their stay with us. In addition to this the family and friends of the resident may share information and stories which help with reminiscence which is a valuable tool in dementia and residential care. Understanding the persons past allows us to better manage the present and prepare for the future. Residents without dementia and people living with dementia benefit from staff having in depth knowledge of their personal, family and work history. It is so important to remember that the effects of having worked in heavy industry impact on the health and well-being of individuals. COPD, asbestosis and other industrial illnesses have a huge impact on the health and well-being of residents. We ensure the history of the person and their likes dislikes, hobbies, and aversions are documented. We use this knowledge to help residents have meaningful occupation in their lives every day. Activities are not a blanket across the service, we try to tailer the activity and occupation to the individual. This has a huge impact on the daily life of those living at the service and truly make it a home from home experience. Health is maintained, mobility is increased, cognitive ability is improved and maintained and motor skills are improved and maintained. Residents have access to the local GP services at Forest View Medical Centre and there is a weekly ward round where non-urgent GP access is available. Acute illness and conditions are referred directly to Forest View on the same day. Illness is audited for evidence of trends and appropriate action taken by the Senior and Care teams to ensure people remain well for as long as possible and recover from periods of ill health as quickly as possible. Residents are actively involved in the planning of activities and help with household chores, gardening and maintenance of the home.
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.	Residents feel a sense of purpose and belonging and like to take ownership of certain task based activities. Staff are vigilant to spot abuse of any kind and are happy and willing to report anything that causes them concern. Residents have formed lovely relationships with staff and are confident in them to care for them and do the right thing by them. Residents confide in staff if they are upset or worried and have the confidence to know that the service will act in their best interest. Staff are confident in reporting and do not shy away from their responsibility to defend and advocate on behalf of residents. Staff give the residents the confidence to talk freely and openly about anything they need to. Some residents will approach the manager directly while other ask staff to report on their behalf. Residents are supported with their care and emotional needs in a way that is personal to them and helps them feel nurtured and care for. By providing care to residents in a person centred and individualised way we ensure that they feel their needs are met without taking away their independence and skills. The level of support provided varies greatly from person to person and the individual is at the heart of everything we do. We have a Meaningful Occupation lead who is responsible for ensuring staff are trained to support not take away skills. This helps residents remain confident in their abilities and ensures they remain as independent of body and mind as possible for as long as possible. Giving residents the tools to make their own decisions helps them to feel in control of their life while they are at Woffington. Planning meaningful occupation for individuals and giving the correct level of support to carry out these tasks or hobbies ensure that the person achieves good outcomes. Residents are not pushes or coerced into joining in with things that do not interest them, outcome focused activity is beneficial and life affirming for people with and without dementia. If you used to be a decorator you then you can help decorate: some resident like to help paint and decorate inside the home and the garden. Others help to maintain the gardens, if they prefer arts and crafts then they help to prepare the home for holidays and celebrations. Some are natural home makes and these people help with the everyday task such as folding laundry, laying table, dusting, cleaning floors with carpet sweepers.

The extent to which people feel safe and protected from abuse and neglect.	To ensure good outcomes for residents we ensure that they are set up to achieve. Some blanket activities are destined to have residents fail, which we try to avoid. We break down activities into manageable segments for individual who have higher needs and are put off by the thought of failing and appearing stupid. Meaningful Occupation ensure people do meaningful things which ensure good outcomes.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	See above

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)	2

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Legionella Dols First aid Falls

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	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Falls First aid COSHH

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No

Nursing care staff

Does your service structure include roles of this type?	No

Registered nurses

Does your service structure include roles of this type?	No

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	9
No. of posts vacant	0

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

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

Induction	2
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	9
Safeguarding	7
Medicine management	9
Dementia	7
Positive Behaviour Management	5
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Pova/Sova First aid Dols Falls Palliative care ACP Diabetes

Contractual Arrangements

No. of permanent staff	9
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	9
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.	6 or 12 hours shifts 8-2, 2-8 & 8-8 Or 8-8 & 8-8 Plus 1 x 8-4 Plus 1 x 4-10

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	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	23

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	10
Health & Safety	19
Equality, Diversity & Human Rights	0
Infection, prevention & control	15
Manual Handling	21
Safeguarding	20
Medicine management	0
Dementia	21
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Falls Dols Palliative care Diabetes First aid ACP

> Contractual Arrangements

No. of permanent staff	23
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)	23
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.	6 hour & 12 hour 8-2, 2-8, 8-8 Or 8-8 & 8-8 Plus 1 x 8-4 Plus 1 x 4-10

> 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	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	4
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
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.	Fire COSHH First aid

> Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification	4
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	2
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire First aid COSHH Diabetes

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
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.	Administrator - admin role Maintenance - maintenance Activities - activities

Filled and vacant posts

No. of staff in post	4

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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire First aid Legionella

> Contractual Arrangements

No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	4
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0