

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:	Glamorgan Care Limited	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glamorgan Care Ltd, Danygraig House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/12/2018
	Responsible Individual(s)	Jennifer Aplin
	Manager(s)	Kerry Grabham
	Maximum number of places	48
	Service Conditions	There are no conditions associated to this service
	Danygraig domiciliary care agency	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/12/2018
	Responsible Individual(s)	Della Ford
	Manager(s)	Della Ford
	Partnership Area	West Glamorgan
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	Managers will supervise staff at least every 3 months and opportunities given during the supervision to feedback areas of concern or improvement. The manager will also complete regular reviews of supervisions and training needs, they work of a system that monitors areas of compliance including training needs, this will alert the manager when training is required. We also hold regular meetings with the management team and put in place additional specialist training where needs have been identified
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Managers follow all safe recruitment processes such as enhanced DBS checks, they are medically fit, reviewing gaps in employment, satisfactory employment and character references checks, a structured induction into the service. We have ensured pay is reviewed and increased in line with the real living wage. Benefits such as gym memberships, reward vouchers and recognition have been implemented to support retention. Regular supervision and support offered to all staff

Service Profile

Service Details

Name of Service	Danygraig domiciliary care agency
Telephone Number	01656773962
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We are actively working towards offering a service in Welsh. We have documentation that is translated into Welsh and identify Welsh speakers as part of recruitment to enable us to support any individuals who use the Welsh language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	114
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.99
The maximum hourly rate payable during the last financial year?	25.99

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The views of any Individual using the service will begin at the assessment process, carried out by a competent manager. The management team will then carry out regular reviews with individuals and/or their representatives to discuss whether we are continuing to meet their own personal outcomes and any areas of concern and improvement. The management team will also work closely with other professionals such as social workers and health care professionals to ensure the outcome is always to achieve a person centred care and support plan for the individual. Quality care review at least every 6 months, as part of this review I will seek the views of others by sending out questionnaires to all individuals using the service and/or their representatives, staff, and other professionals to gain feedback on the quality and management of the service. I will also contact a sample of individuals and staff direct by telephone or visiting their property in person to complete.

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.

The agency takes the responsibility of voice choice and control seriously and is dedicated to supporting all individuals to be heard with almost all feedback evidencing this. Questionnaires sent to all individuals or family members, staff, and professionals and audit completed in all areas. Contract monitoring inspection took place in August which highlighted a high level of standards within the agency in relation to voice choice and control. Approximately 15% of questionnaires returned, although these were sent out to all, to give an opportunity to express their views. 95% of the responses showed that they agreed that they were supported in the decisions regarding their care. With responses stating 'Yes. Very helpful' 'Yes, very happy she is involved in her care' and 'Yes, I have only just completed a review with social services representative present'.

All agreed they are kept informed about the service and efforts are made to review and update personal outcomes when required, although one response stated there were some issues with the care plan not quite reflecting their current needs, this was prioritised with the manager to be reviewed. All agreed that they are treated with dignity and respect and no concerns were raised on any response forms other than one comment which stated, 'not in all instances' but named 4 staff that are 'exceptional'. A few responses were 'Always', 'Very much so' and one stated unable to comment as 'Mum unable to communicate' There was some negative feedback or recommendations on the questionnaires regarding call times or changes and communication over this. Overall feedback questionnaires has been positive and evidence that individuals we support are being cared for in a person centred way and are maintaining control over decisions made in their care. The audit of all files on the care planner system evidence well that person centred practice is an area that the agency does well. From the care plans reviewed they clearly show all are outcome focused and person centred. This was reflected in our latest inspection. There is clear and accurate information recorded so that anyone accessing the care plan will have a good understanding of the individual and their needs and wishes. Staff files were examined and evidence that all staff receive appropriate training. Most RI report showed no concerns in regard to assessment and care planning, although there was room for improvement in organising files.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The evidence shows that the agency does work hard to promote good health for all clients we are continuing to strive to increase the knowledge and development of the management and senior team. Most responses received from QA questionnaires showed that the individuals answering felt positively that Glamorg an care support them to maintain their overall health and wellbeing, although there were 2 responses where stated unsure or no. Staff QA questionnaires showed all responses to the question 'Do you feel we promote the health and wellbeing of the individuals we support?' were replied with Yes. All files were audited and showed all the relevant information to outline people's vulnerabilities and provide information on how to keep people safe. Reviews have been an area there is some concern with non-compliance, reviews are being carried out but on times found not to be meeting timescales given. Diary entries left on the care planner system from care staff or from managers reporting concerns on the behalf of an individual are identifying any concerns during their visit are read and actioned appropriately with evidence of what action has been taken recorded, this included working together with social workers, Occupational therapists, district nurses and a GP to resolve any concerns. Training audit evidence that all staff have completed or been allocated all mandatory training. Newsletters are sent out on a regular basis encouraging all who use the service to come forward with any concerns, or to share information on certain topics or updates within the team. Feedback from our contract monitoring inspection evidence- There are robust systems in place to monitor the quality of provision, where issues are identified, and corrective measures put in place. The responsible individual oversees progress and developments, they ensure checks are carried out and collate the views of people who use the service, their relatives and staff.</p> <ul style="list-style-type: none"> - There are many examples on how the manager and staff look for opportunities to ensure that the Individual is at the heart of the service. These include annual surveys, regular communication such as quarterly calls/reviews and prompt responses to concerns/complaints. Staff are also able to report any concerns directly to the office and/or record information on the daily logs. - Medication records viewed were completed appropriately with no gaps found.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The care agency remains compliant with all safeguarding procedures, regulatory and legislative as well as any contractual agreements. QA questionnaire was updated to give an opportunity to answer on how the service responds to safeguarding concerns or complaints. All data examined was assessed in relation to compliance under RISCA, review of policy and procedures relating to safeguarding, whistleblowing and information received from the adult safeguarding team in relation to how Danygraig manages safeguarding issues. Evidence gathered from a contract monitoring inspection in this period. Questionnaires for individuals and families raised no concerns over questions relating to safeguarding. It was asked if they felt any safeguarding concerns would be handled or dealt with appropriately all of which replied 'Yes', they believed appropriate action would be taken. When asked if they have ever had cause to use the complaints procedures and if so, had your complaint been dealt with most replied they had not had cause to use the complaints procedures, but were confident they would be dealt with. Staff questionnaire responses evidenced that all were either 'very confident or quite confident' that any complaint or safeguarding concern raised would be dealt with, and they would know how to access the support including the whistleblowing policy. All responses by staff a round training shows that staff feel the allocated training is 'about right' to allow them to do their job effectively</p> <p>All responses evidence that staff feel supported and communicated well too by the management team. Staff are given access to key safe codes to allow access, these are stored confidentially on a password protected app and access is revoked the moment a member of staff leaves employment with Danygraig. Staffing levels are an area that we have looked at and we continue to recruit with some difficulty. We have had to reduce capacity within the service over the past few months to ensure that staffing levels are managed safely. Manager attends regular meetings with BCBC and other providers to discuss areas of concern and plan as a collective.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 9

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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements		
No. of permanent staff	2	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	2	
No. of part-time staff (17-34 hours per week)	0	

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

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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Competency 6 Month Skills Competency Social care Wales registration Infection Control Fire Safety Medication Awareness First Aid Lone Working Pressure Area Care
<p>Contractual Arrangements</p>	
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
<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)	4
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 social care worker	4
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	28
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	13
Health & Safety	23
Equality, Diversity & Human Rights	18
Manual Handling	15
Safeguarding	18
Dementia	13
Positive Behaviour Management	13
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Competency 6 Month Skills Competency Social care Wales registration Infection Control Fire Safety Medication Awareness First Aid Lone Working Pressure Area Care
<p>Contractual Arrangements</p>	
No. of permanent staff	28
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)	19
No. of part-time staff (16 hours or under per week)	7
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	4
<p>Other types of staff</p>	

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Glamorgan Care Ltd, Danygraig House
Telephone Number	01656788096
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?	64
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Fees Charged

The minimum weekly fee payable during the last financial year?	691
The maximum weekly fee payable during the last financial year?	782

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All families are sent QA questionnaires twice yearly to request their views on the service provision All families are given opportunities to fully participate in client reviews quarterly Families are randomly contacted by the RI when completion of RI visit quarterly.

Service Environment

How many bedrooms at the service are single rooms?	46
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	48
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	4
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Danygraig has a very large open garden with many safe areas for people to sit, walk, garden etc

Provide details of any other facilities to which the residents have access

Danygraig has an activity area and a hairdressing salon.

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.

All the evidence from the data collected suggest that the home remains compliant in line with RISCA and is working in line with all local authorities contractual arrangements. The care home takes the responsibility of voice choice and control seriously and is dedicated to supporting all individuals to have a voice, enabling people to live an enjoyable life is an essential element of the service we provide.

Person centred care is at the heart of the service we provide, we ensure that peoples choices and lifestyle are firmly embedded into the support plans as a guide for staff to follow a persons preference, routines and enjoyments in life.

Data gathered includes: -

QA questionnaires sent to all individuals we support or family members, staff, and professionals. Full Annual audit completed on client files. All data examined was assessed in relation to compliance under RISCA.

Evidence

All families who returned their questionnaires responded positively to all the questions posed 'Very happy with care and support by all staff', 'All staff are caring and efficient. It's a lovely care home, I could not have wished for anything better' have The QA questions we changed slightly to better reflect the areas being audited on. The responses that we have received back has shown that all feel that Glamorgan care are meeting their needs and supporting to achieve their own personal outcomes. It showed that all agreed that they were supported in the decisions regarding their care.

There was no negative feedback regarding wellbeing or person centred practices on any of the questionnaires submitted back to me.

Overall feedback from the client/family questionnaires has been positive and evidence that individuals we support are being cared for in a person centred way and are maintaining maintaining control over decisions made in their care.

The Full client file audit evidenced that most care plans had personal information in the files that showed, routines, choices and wishes and preferences. This had been sought from the client and or family member. However areas of social interaction is an area for the future development.

Regular resident meeting are held which offer residents the opportunity to voice their choices in relation to all aspects of their living experience in Danygraig House, eg, food choices and activities, are a few of the topics discussed in the meetings.

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 the evidence from the data collected suggests that the care home is working very hard and is compliant in line with RISCAN and all local authorities contractual arrangements. The care home ensures that the health, development and overall wellbeing for all residents residing at Danygraig Care Home is paramount. The evidence was collated from a full individual care file audit, supervision and training records audit, plus client, family and staff questionnaires.

All clients have access to a GP service, GP carries out a ward round on a Tuesday, this appears now to be moving towards an actual visit rather than virtual, I can see from the care plans that Dieticians are involved if there are concerns over a person's weight loss and appetite, A visiting chiropodist visits every 6 weeks, mental health team are involved with some of our clients. Therefore I can see that there is significant evidence to suggest that people are supported at Danygraig House with their health and development.

Staff QA questionnaires showed all responses to the question 'Do you feel we promote the health and wellbeing of the individuals we support?' were replied with Yes. There were no concerns raised on any of the staff QA feedback

All resident files were audited and showed all risk assessments were kept up to date and contained all the relevant information to outline people's vulnerabilities and provide information on how to keep people safe including PEEPS and information in identified risks.

Reviews on people's care are being carried out and any changes identified are being documented.

A training audit evidenced that most staff have completed and are to date with all allocated training. We have this year completed a lot of face to face training due to having recruited more staff, staff that are younger and inexperienced therefore the company has prioritised training for all staff year 2022-2023 to improve skills and knowledge in this area.

Supervision shows that we remain compliant in this area.

The evidence shows that the care home works hard to promote good health for all clients however there are always areas of improvement therefore we will continue to strive to increase the knowledge and development of all staff working at Danygraig House.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safe guarding of all people residing at Danygraig House is paramount, the statements above reflect how hard the care home works to ensuring all people live a life safe from abuse while living at Danygraig House.</p> <p>Evidence was collated from individual care plan audits, all staff files were audited in line with safe recruitment practices which all so included employee training records and supervisions carried out.</p> <p>VA1 , DOLLS, and complaints were audited and questionnaires to clients, families and employees were sent. A review of policy and procedures relating to safeguarding and whistleblowing.</p> <p>Outcome of evidence showed all staff who need to be registered with social care Wales was registered there are currently 3 still ongoing with social care Wales</p> <p>All staff have received training on SOVA, 1 staff member needs to redo and 1 domestic staff needs to complete the training.</p> <p>Questionnaires for individuals and families raised no concerns over questions relating to safeguarding. It asked if they felt any safeguarding concerns would be handled or dealt with appropriately all of which replied 'Yes', they believed appropriate action would be taken.</p> <p>1 Va1 submitted due to a client having a psychotic episode and assaulting another client, this was dealt with swiftly, VA1 completed, referred to the mental health team whom promptly visited, person moved to a different area for higher observation.</p> <p>All DOLLS referrals submitted however there is a wait with BCBC to action.</p> <p>Recent in-house training has taken place with staff to look at dementia awareness in more detail and how we can support individuals living with dementia better, including good practices with personal care, infection control and nutrition. Supervisions are mainly up to date bar three</p> <p>A new complaints leaflet has been printed and can be accessed either in new client packs or in reception, Welsh and English</p> <p>All policies and procedures have either been reviewed and rewritten where required.</p> <p>From the evidence provided, the company remains compliant in line with RISCA and BCBC contractual arrangements in this area.</p> <p>However we are continually looking to improve a residents experience in the care home and develop all employees skills and knowledge base. Therefore I shall be implementing a slight change to employee supervisions, SOVA will now always be a topic of discussion in each supervision session.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Danygraig House care home was designed in relation to the Welsh government guidance for dementia care, in 2008 we were registered as speciality care home in dementia care.</p> <p>The Care Home has been designed to support individuals living with dementia and or other mental health conditions, in units of a maximum of twelve people. Each unit is designed to support people as they progress through their journey. For example we have women who have recently been diagnosed with Dementia and are able to maintain a lot of their own daily living skills therefore the unit supports individuals to maximise their independence. Another unit will support individuals who we need to anticipate their needs due to the progression of their illness, therefore this unit will provide a higher level of support to individuals. Danygraig house also provides single sex care, we have one male only unit.</p> <p>The care home provides signage to help people orientate themselves around the building, safe outside spaces for people to access as well we have spaces for families to visit and lovely grounds for everyone to enjoy.</p> <p>The care home is going through a period of refurbishment which is due to be completed in March 2024. The care home has a full time maintenance person who ensure the health and safety of the building plus maintains a good standard of décor throughout the care home.</p> <p>The care home remains compliant in line with RISCA and local authorities contractual arrangements.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 56

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	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.	
	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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	12
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.	
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person centred dementia care, oral health care, basic OBS, practical first aid, diabetes, recording information, supervision, appraisal, fire safety, catheter care
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
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>	
Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	10
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Obs, Diabetes, Oral Healthcare, recording information, person centered dementia care,
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	4

No. of part-time staff (17-34 hours per week)	6
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.	7-2 am, 2-9pm, 9pm -7am
<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	8
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
<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	23
No. of posts vacant	2
<div style="border: 1px solid green; padding: 5px;"> <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> </div>	
Induction	22
Health & Safety	21
Equality, Diversity & Human Rights	19
Infection, prevention & control	22
Manual Handling	22
Safeguarding	21
Medicine management	0
Dementia	22
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	person centered dementia care, catheter care, first aid practical, recording of information, evacuation training
<div style="border: 1px solid green; padding: 5px;"> <p>Contractual Arrangements</p> </div>	
No. of permanent staff	22
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)	12
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	7am-2pm 2pm-9pm, 9pm-7am
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	25

Domestic staff

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

Filled and vacant posts

No. of staff in post	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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	coshh

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)	2
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	0
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	5
No. of posts vacant	1
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	6
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	6
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	coshh
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
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.	Business Manager Admin assistant Maintenance
Filled and vacant posts	
No. of staff in post	3
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	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	2
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	0
No. of staff working toward required/recommended qualification	0