

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:	Glanmorfa Care Home Ltd	
The provider was registered on:	22/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glanmorfa Care Home Ltd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	22/01/2019
	Responsible Individual(s)	William Morris
	Manager(s)	Kelly Morris
	Maximum number of places	24
	Service Conditions	There are no conditions associated to this service
	Glanmorfa Supported Living	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/01/2019
	Responsible Individual(s)	William Morris
	Manager(s)	William Morris
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We carry out annual training in all mandatory course, through a planned programme over the first half of the year. A training matrix is kept of all attendees on the courses. If we feel it appropriate to run other specific courses which would enable the staff to provide a specific care package then we employ an outside body to run that course.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We run an efficient recruitment process using local and regional advertisements. Our staff turn over is very low as we have a flexible working pattern and we pay above the NMW. We monitor staff health and welfare and provide support where necessary.

Service Profile

Service Details

Name of Service	Glanmorfa Care Home Ltd
-----------------	-------------------------

Telephone Number	01554890498
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	743.77
The maximum weekly fee payable during the last financial year?	837.72

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?	People are consulted regularly regarding their care and the views of their family or representatives is also sought. Regular meetings are held between the management team, residents and family members or representatives to discuss future plans, operation procedures and any areas of concern.

Service Environment

How many bedrooms at the service are single rooms?	24
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	10
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Residents have access to a large patio and lawn area which is accessed through the main lounge. Staff encourage the residents to make as much use of the area as they want. There are also some raised beds for people to use when taking part in gardening activities.
Provide details of any other facilities to which the residents have access	Service users have access to hydrotherapy and physiotherapy services at the hydrotherapy centre which occupies part of the site. There is a hydrotherapy pool, which is heated to 35°C and land based activities with a qualified therapist.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The service users are very happy about the individualised care and support they receive. Interactions are relaxed and encouraging, one service user told us "The staff are first class, second to none, I couldn't ask for better". Representatives of the service users are very positive about the service and one said "The staff are lovely and you can see that he likes them and they get along so well with him". A care worker told us "The people who live here are so wonderful and we just try and do the best for them at all times".</p> <p>The manager considers a range of information from the service user, their representatives and external professionals. The service has person centred plans for how it provides care and support to individuals. Service users, their representatives and staff stated that the manager regularly reviews plans with them, so they remain relevant. The manager intends to have more concise reviews that records feedback from service users about the service they receive. Daily notes record the care and support completed and include detailed information from the perspective of the individual that shows the impact of the care and support. There is good, documented evidence of health and social care professionals being involved with people. A healthcare professional told us "The staff are welcoming, they will ask for advice and we have a good working relationship".</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Service users enjoy a variety of activities in the service, grounds and the local area. Service users choose where to spend their time, they can access any of the communal areas or spend time in their own rooms. A dedicated activities coordinator works with people to set up a variety of group and one-to-one activities that occupy and connect people. A representative told us about the positive benefits of the activities on offer and said about their mother "she's involved in activities and loves the trips out. She does so much more at the home than she'd do with us"</p> <p>The staff work as a team and there are sufficient numbers of workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individual needs and preferences and ensure they spend time with people.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To ensure that all service users are protected from abuse and neglect we ensure that all policies and procedures are up-to-date and staff understand them. Care workers receive annual appraisals but supervisions are completed every three months. Staff demonstrate a good understanding around safeguarding and follow appropriate infection, prevention and control measures.</p> <p>Pre-employment checks take place before new employees start work. These include reference checks, right to work and Disclosure and Barring (DBS) checks. Effective induction and ongoing training ensures staff have the right skills and knowledge to meet people's needs. A care worker told us "The induction supported me to do the job".</p> <p>With these in place service users are confident that they will be safe from abuse or neglect of any form.</p>

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

The environment is homely, with a welcoming atmosphere. The manager ensures the service supports people in line with their needs and uses individual photographs on doors to help people orientate. People can use the different communal areas to socialise with each other or to have quiet time alone. People move around the service as they choose and they appear comfortable and relaxed in the communal areas. Individual rooms are personalised by the service users with their own pictures, paintings, furniture and cable TV.

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) 37

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	2
	No. of posts vacant	0
	<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	1
	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.	Fire Safety Awareness, Fire Evacuation, First Aid, Challenging Behaviour,
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 Service Manager	2
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	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.	Fire Safety Awareness, Fire Evacuation, First Aid, Challenging Behaviour,

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

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness, Fire Evacuation, First Aid, Challenging Behaviour,
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)	4
No. of part-time staff (17-34 hours per week)	4
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.	<p>Mon 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Tues 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Wed 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Thus 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Fri 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Sat 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p> <p>Sun 8am - 2pm; 2pm - 8pm; 8pm-8am 1 x senior care worker per shift (minimum)</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	19
No. of posts vacant	02
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	5

Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	5
Safeguarding	4
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness, Fire Evacuation, First Aid, Challenging Behaviour,
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	2
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)	16
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.	<p>Mon 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Tues 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Wed 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Thus 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Fri 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Sat 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p> <p>Sun 8am - 2pm; 2pm - 8pm; 8pm-8am; 2 x care worker per shift (minimum); 8am - 1pm; 4pm-8pm 1 Care worker per shift</p>
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	4
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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering 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

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

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)	1
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

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.	Administrative manager - responsible for all administration and personnel tasks in the care home. Maintenance Manager - responsible for all general maintenance of the property.

Filled and vacant posts

No. of staff in post	2
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	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety Awareness, Fire Evacuation,

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)	1
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

Service Profile

Service Details

Name of Service	Glanmorfa Supported Living
Telephone Number	01554890498
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
--	---

Fees Charged

The minimum hourly rate payable during the last financial year?	16.47
The maximum hourly rate payable during the last financial year?	16.47

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?	The service user's are consulted regularly regarding their care and the views of their family or representatives is also sought. Regular meetings are held between the management team, residents and family members or representatives to discuss future plans, operation procedures and any areas of concern. Service users and family or representatives are sent an annual quality assurance questionnaire where they are able to rate the service provided over the past 12 months.

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)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The staff team ensure there are accurate plans in place that describe people's support and to help them achieve their best possible outcomes. The management team considers a range of information to ensure they can meet people's needs before their support is put in place. This includes obtaining as much information as possible from the individual, their relatives and healthcare professionals such as social workers, occupational therapists and speech and language therapists. From this, senior staff develop care records that describe people's support arrangements, together with any specific requirements identified throughout the process. All care workers have access to this information to ensure each person always receives the right support. To remain current, all care records are regularly reviewed, more frequently wherever support needs change. People and their relatives are happy with the support they receive. One relative said, "Oh yes, everything is lovely, we don't worry at all."</p> <p>The service is committed to developing a culture that ensures the best possible outcomes are achieved for people. The Responsible Individual (RI) and manager have regular oversight of the support provided to people every day, together with regular contact with people's families and healthcare professionals involved in their care. Detailed quality assurance reports monitor all aspects of people's care arrangements, and the RI completes three-monthly overall reviews of the service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Service users enjoy a variety of activities in the service and the local area. Service users choose where to spend their time, they can access any of the communal areas or spend time in their own rooms. Activities staff works with people to set up a variety of group and one-to-one activities that occupy and connect people.</p> <p>All service users have their own motor vehicles and regularly go out on day trips, shopping etc on a 1:1 basis with a member of the care staff. They also go out as a group and have recently visited Folly Farm, the Gateway Holiday Resort and the Sandpiper Inn in Llanelli.</p> <p>The staff work as a team and there are sufficient numbers of workers in place to meet the needs of the people living at the service. Staff have a very good understanding of individual needs and preferences and ensure they spend time with people.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As far as possible, we take appropriate steps to safeguard people from neglect and abuse. The staff team ensure they protect all private and personal information. The safeguarding policy and procedure is in line with current legislation and local safeguarding procedures. Senior staff ensure all care records clearly state any risks to people's wellbeing and detailed risk management plans help to keep people safe and as independent as possible. In addition, employee training records evidence safeguarding training has been completed.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>7</p>

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

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

<p>Staff Type</p>	
-------------------	--

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

Contractual Arrangements

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

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	Yes
---	-----

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

Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	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.	Fire safety Awareness; Fire Evacuation; Infection Control;
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	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

Filled and vacant posts	
No. of staff in post	10
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	8
Equality, Diversity & Human Rights	0
Manual Handling	10
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Awareness; Fire Evacuation; Infection Control
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
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 to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	3
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No