Annual Return 2022/2023

| 2023. | completed for you. There are no actio | | r and its associated services on the 31st March . This information displayed will be included in the | |
|---|---------------------------------------|-----------------|---|--|
| Provider name: | | Home Servi | ce Solutions Ltd. | |
| The provider was registere | ed on: | 20/12/2019 | | |
| The following lists the provider conditions: | There are no imposed conditions ass | ociated to this | provider | |
| The regulated services delivered by this provider | Home Service Solutions Ltd. | | | |
| were: | Service Type | | Domiciliary Support Service | |
| | Type of Care | | None | |
| | Approval Date | | 20/12/2019 | |
| | Responsible Individual(s) | | Neil Evans | |
| | Manager(s) | | | |
| | Partnership Area | | Cwm Taf Morgannwg | |
| | Service Conditions | | There are no conditions associated to this service | |
| | Home Service Solutions Ltd. | | | |
| | Service Type | | Domiciliary Support Service | |
| | Type of Care | | None | |
| | Approval Date | | 20/12/2019 | |
| | Responsible Individual(s) | | Neil Evans | |
| | Manager(s) | | Catherine Knight | |
| | Partnership Area | | West Glamorgan | |
| | Service Conditions | | There are no conditions associated to this service | |
| | | | | |

| 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 | Working off the footing of Professionalising Social Care Workforc e strategy in partnership with Social Care Wales, we implemented a strict robust measure that all new staff, current staff and ongoin g development is indeed in line with achieving a National Vocation al Programme for achieving a Certificate in Care, and at baseline Level 2 in Health and Social Care. Staff are then engaged in upda ting annual mandatory training for the purpose of refrehing skils, knowledge to provision quality care. |
|--|---|
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | We undertook a fast recruitment programme primarily utilising sch emes such as Indeed, Job Search and other methods to include s ocial media. Nonetheless, once the platform of WeCare Wales wa s launched we found a far more attentive approach. We have fou nd recruitment significantly difficult. Although, what we pride ourse lves on is how successful we have been in retainment and the abil ity to maintain the workforce we work hard on to keep and remain in a positive flow, with positive mentoring. |

| | 1 |
|--|--|
| Name of Service | Home Service Solutions Ltd. |
| | |
| Telephone Number | 01639874536 |
| What is/are the main language(s) through which your service is | English Medium with some billingual elements |

Service Provision

People Supported

| How many people in total did the service provide care and support to during the last financial year? | 7 | | |
|--|---|--|--|
|--|---|--|--|

Fees Charged

| The minimum hourly rate payable during the last financial year? | 18.47 | |
|---|-------|--|
| The maximum hourly rate payable during the last financial year? | 37.20 | |

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? | We ensure that all individuals are provided with a Service User Ha ndbook including our Statement of Purpose, where above all we h ave ensured there is adequate and sufficient support for the com munity, stakeholders and other parties as well as agency partners are able to be maintained in knowledge, support and action planni ng on the manner for which we as practitioners and as a provider facilitate the care and support afforded to the individuals we care about with its utmost pride and satisfaction. Each quarter we produce a report where service users, families, a gencies and other relevant stakeholders, including staff and servi ce directors are consulted with in regards to their satisfaction or u nsatisfied feeling if any of our service, so we can negate a positiv e way forward with the sector of our care provisions being so hea vily demanded and bespoke, we want to ensure all parties are giv en a voice, listened to and heard to ensure they feel part of our jo urney and progressive growth. |

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) | Yes | |
| Makaton | Yes | |
| 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.

| 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. | An attitude which we feel sets us apart from other providers is t he onus of flexibility, choice and partnership (CAPA) which utilis ing this which is one of many Mental Health models, in not unde rmining the material or copyright intended for Mental Health, bei ng experienced in utilising such methods, has it become eviden tly clear that this is in the methodology of providing care and su pport, where a client can feel in good stead of orienteering their needs and daily life to the manner they would like to experience the support package. This is something which is mostly comme nted on by service users and their families as well as associate d professionals, as it provides a refreshing and revitalising way of provisioning care and support regardless to need, and the o verall personal care plan. |
|---|---|
| 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. | Home Service Solutions positively hold a consensus and have r eported outcomes clients regarding the provision of support, ha ppily experiencing an improved life, independence, and quality of support received. Home Service Solutions are referred to as conscientious and meaningful in what we provision for individua ls. Largely, referenced as an organisation who lift the pressure s felt by referring sources. Home Service Solutions provision sp eediness in creating valuable, service turnaround, described as going from horrific times to of greater independence and self-c ontrol and ownership of individual lives. We specifically, upon a dmission to our service a marked improvement is noticeable. T his was mentioned by professionals perhaps a positive respons e to not being so structural as with other agencies. Matched to other providers, we have far greater emphasis on the positive r e-calling and monitoring of an individual and the correlated ove rall life quality, and the quality of support received emotionally, physically and being a citizen and entitled to individuality, have enabled a client to enable and behold an elated mood state. Fu rthermore, we provision for many dedicated social support, befr iending and overall enjoyment throughout the day, as opposed to being alone. |
| The extent to which people feel safe and protected from abuse and neglect. | Home Service Solutions have a policy and procedure in place t o ensure that all who are in our care, sufficiently receive an ade quate and by means of desire, an excellent level of care, protect tion and safeguard from abuse and neglect both direct and indi rect. We have strongly built an induction procedure which is ai med at supporting staff across a 12-month period, where we ea se their intake transition, supplement their training needs and a bove all, re-assure the client that our staff are equally skilled as well as pragmatic in the way they conduct themselves accordin g to the registration as a practitioner with Social Care Wales. T his re-emphasises in our opinion to an individual, the avid supp ort network and scope of partnering support agencies in enabli ng dedicated care and practice to be free from violence, threat or any other unpleasant discomfort which may be felt by at any one given time. This said, there is a strong team culture where i ndividuals are valued, and the unacceptability for people to go and behave in a abhorrent way to create inexcusable and intole rable references to being in a position which assumes great res ponsibility. A positive note, how the information obtained and pl aced on to our system is caring, person-centred and in every el ement, in real time where a basis for the continuation of sharing in a transparent manner, notes, observations and entries about an individual, shared for their best interests. Having the office a ble to look at this and foresee how much we have emphasised t ransparency, does it seem confident that anything untoward wo uld be picked up immediately by the team and the correct cours e of action will therefore be completed. |

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

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

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.

| Does your service structure include roles of this | Yes |
|---|--|
| type? | |
| Important: All questions in this section relate spe stated, the information added should be the pos | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial ye |
| Filled and vacant posts | |
| No. of staff in post | 1 |
| No. of posts vacant | 1 |
| Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. | ant training. The list of training categories y have been undertaken. Any training not listed |
| 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 | 1 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) | 0 |

| 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 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 | 2 |
| Deputy service manager | |
| Does your service structure include roles of this type? | No |
| Other supervisory staff | |
| Does your service structure include roles of this type? | Yes |
| Important: All questions in this section relate spe stated, the information added should be the pos | ecifically to this role type only. Unless otherwise ition 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 |
| Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr 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 fixe | d term contact staff by hours worked per week. |
| No. of full-time staff (35 hours or more per week) | 0 |
| | |

| 1 |
|--|
| 0 |
| |
| |
| 1 |
| 2 |
| |
| Yes |
| ecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year. |
| |
| 1 |
| 0 |
| vant training. The list of training categories ay have been undertaken. Any training not listed training undertaken pertinent for this role which is |
| 1 |
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| 1 |
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| 0 |
| 0 ed term contact staff by hours worked per week. |
| |
| ed term contact staff by hours worked per week. |
| ed term contact staff by hours worked per week. |
| |

| be registered with Social Care Wales as a social care worker | |
|--|--|
| 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 sp stated, the information added should be the po | pecifically to this role type only. Unless otherwise sition as of the 31st March of the last financial year |
| Filled and vacant posts | |
| No. of staff in post | 6 |
| No. of posts vacant | 6 |
| | |
| nduction | 7 |
| Health & Safety | 7 |
| Equality, Diversity & Human Rights | 7 |
| Manual Handling | 7 |
| Safeguarding | 7 |
| Dementia | 7 |
| Positive Behaviour Management | 7 |
| Food Hygiene | 7 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| 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 fix | ed 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) | 7 |
| No. of part-time staff (16 hours or under per week) | 0 |
| Staff Qualifications | |
| | 7 |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | |

| | | 41 |
|--|----|-----|
| Does your service structure include any additional | No | L |
| Dood your bervice structure include any additional | | ſ I |
| role types other than those already listed? | | 1 |
| ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | | 1 |

Service Profile

| Servi | ce Details | |
|-------|-----------------|-----------------------------|
| | | |
| | Name of Service | Home Service Solutions Ltd. |
| | | |

| Telephone Number | 01639865500 |
|--|--|
| What is/are the main language(s) through which your service is provided? | English Medium with some billingual elements |
| Other languages used in the provision of the service | |

Service Provision

| Reople Supported | |
|--|---|
| How many people in total did the service provide care and support to during the last financial year? | 7 |

Fees Charged

| The minimum hourly rate payable during the last financial year? | 18.47 | |
|---|-------|--|
| The maximum hourly rate payable during the last financial year? | 37.20 | |

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? | e ensure that all individuals are provided with a Service User Han dbook including our Statement of Purpose, where above all we ha ve ensured there is adequate and sufficient support for the comm unity, stakeholders and other parties as well as agency partners a re able to be maintained in knowledge, support and action plannin g on the manner for which we as practitioners and as a provider f acilitate the care and support afforded to the individuals we care about with its utmost pride and satisfaction. Each quarter we produce a report where service users, families, a gencies and other relevant stakeholders, including staff and servi ce directors are consulted with in regards to their satisfaction or u nsatisfied feeling if any of our service, so we can negate a positiv e way forward with the sector of our care provisions being so hea vily demanded and bespoke, we want to ensure all parties are giv en a voice, listened to and heard to ensure they feel part of our jo urney and progressive growth. |

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)

| Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH) | Yes |
|---|-----|
| Makaton | Yes |
| 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.

| 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. | An attitude which we feel sets us apart from other providers is t he onus of flexibility, choice and partnership (CAPA) which utilis ing this which is one of many Mental Health models, in not unde rmining the material or copyright intended for Mental Health, bei ng experienced in utilising such methods, has it become eviden tly clear that this is in the methodology of providing care and su pport, where a client can feel in good stead of orienteering their needs and daily life to the manner they would like to experience the support package. This is something which is mostly comme nted on by service users and their families as well as associate d professionals, as it provides a refreshing and revitalising way of provisioning care and support regardless to need, and the o verall personal care plan. |
|---|--|
| 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. | Home Service Solutions positively hold a consensus and have r eported outcomes clients regarding the provision of support, ha ppily experiencing an improved life, independence, and quality of support received. Home Service Solutions are referred to as conscientious and meaningful in what we provision for individua Is. Largely, referenced as an organisation who lift the pressure s felt by referring sources. Home Service Solutions provision sp eediness in creating valuable, service turnaround, described as going from horrific times to of greater independence and self-c ontrol and ownership of individual lives. We specifically, upon a dmission to our service a marked improvement is noticeable. T his was mentioned by professionals perhaps a positive respons e to not being so structural as with other agencies. Matched to other providers, we have far greater emphasis on the positive r e-calling and monitoring of an individual and the correlated ove rall life quality, and the quality of support received emotionally, physically and being a citizen and entitled to individuality, have enabled a client to enable and behold an elated mood state. Fu rthermore, we provision for many dedicated social support, befr iending and overall enjoyment throughout the day, as opposed to being alone. |
| The extent to which people feel safe and protected from abuse and neglect. | Home Service Solutions have a policy and procedure in place t o ensure that all who are in our care, sufficiently receive an ade quate and by means of desire, an excellent level of care, protec tion and safeguard from abuse and neglect both direct and indi rect. We have strongly built an induction procedure which is ai med at supporting staff across a 12-month period, where we ea se their intake transition, supplement their training needs and a bove all, re-assure the client that our staff are equally skilled as well as pragmatic in the way they conduct themselves accordin g to the registration as a practitioner with Social Care Wales. T his re-emphasises in our opinion to an individual, the avid supp ort network and scope of partnering support agencies in enabli ng dedicated care and practice to be free from violence, threat or any other unpleasant discomfort which may be felt by at any one given time. This said, there is a strong team culture where i ndividuals are valued, and the unacceptability for people to go and behave in a abhorrent way to create inexcusable and intole rable references to being in a position which assumes great res ponsibility. A positive note, how the information obtained and pl aced on to our system is caring, person-centred and in every el ement, in real time where a basis for the continuation of sharing in a transparent manner, notes, observations and entries about an individual, shared for their best interests. Having the office a ble to look at this and foresee how much we have emphasised t ransparency, does it seem confident that anything untoward wo uld be picked up immediately by the team and the correct cours e of action will therefore be completed. |

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) 7

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.

| Doog your comileg structure include rates of their | Yes |
|--|---|
| Does your service structure include roles of this type? | res |
| Important: All questions in this section relate spo stated, the information added should be the pos | |
| Filled and vacant posts | |
| No. of staff in post | 1 |
| No. of posts vacant | 1 |
| Training undertaken during the last financial ye Set out the number of staff who undertook relev provided is only a sample of the training that ma can be added to 'Please outline any additional t not outlined above'. | vant training. The list of training ay have been undertaken. Any |
| 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 | 1 |
| No. of volunteers | 1 |
| No. of Agency/Bank staff | 1 |

| No. of Non-guaranteed hours contract (zero hours) staff | 1 |
|---|---|
| Outline below the number of permanent and fixe | d 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 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 | 2 |
| Deputy service manager | |
| Does your service structure include roles of this type? | No |
| Other supervisory staff | |
| Does your service structure include roles of this type? | No |
| Senior social care workers providing direct care | |
| Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos | Yes cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos | cifically to this role type only. Unless otherwise |
| type? Important: All questions in this section relate spe | cifically to this role type only. Unless otherwise |
| type? Important: All questions in this section relate spe stated, the information added should be the pos | cifically to this role type only. Unless otherwise |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevand provided is only a sample of the training that man can be added to 'Please outline any additional training undertaken during the last financial year No. of utilined above'. | cifically to this role type only. Unless otherwise titon as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 1 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 |
| type? Important: All questions in this section relate spestated, the information added should be the pos Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial yea Set out the number of staff who undertook relevant provided is only a sample of the training that matcan be added to 'Please outline any additional transitional transitreactional transitional transiteree transiter | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 1 1 ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 |
| type? Important: All questions in this section relate spectrates stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transition of undertaken during the last financial years Induction Health & Safety Equality, Diversity & Human Rights | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 1 1 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 |
| type? Important: All questions in this section relate spectrates stated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevar provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spectrated, the information added should be the poss Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transition of outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. 1 |
| type? Important: All questions in this section relate spestated, the information added should be the post Filled and vacant posts No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that matcan be added to 'Please outline any additional transition outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |
| type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts No. of staff in post No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevant provided is only a sample of the training that man can be added to 'Please outline any additional train not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken | cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year. |

| 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 fixe | d 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 | 1 |
| 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 spe stated, the information added should be the pos | cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year. |
| | |
| Filled and vacant posts | |
| Filled and vacant posts No. of staff in post | 6 |
| | 6 |
| No. of staff in post No. of posts vacant | 6 r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed |
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| Outline below the number of permanent and fixe | |
|--|----|
| 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 to be registered with Social Care Wales as a social care worker | 6 |
| No. of staff working towards the required/recommended qualification | 2 |
| be registered with Social Care Wales as a social care worker No. of staff working towards the | |
| Does your service structure include any additional | No |
| role types other than those already listed? | |