

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:	Homes of Excellence Ltd	
The provider was registered on:	16/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	luk-ros bungalow	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/01/2019
	Responsible Individual(s)	Bethan Evans
	Manager(s)	Margarita Rice
	Maximum number of places	4
	Service Conditions	There are no conditions associated to this service
	Victoria House	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	16/01/2019
	Responsible Individual(s)	Bethan Evans
	Manager(s)	Nicola Mullins
Maximum number of places	3	
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	<ul style="list-style-type: none"> - Staff undertake mandatory training modules, irrespective of skill s/experience. - For broader training, the line-manager discusses this in supervision meetings. They monitor staff performance, so that other development needs can be identified. - Training is planned on an individual and group basis – it's a mix of e-learning modules, in-person and practical sessions. - We access training by LAs and others. - We provide mentorship 'on the job', to develop skills, understanding and confidence.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>To recruit staff, we use various methods of attraction including, In deed.com (website), Facebook, word of mouth, agencies, local job fairs etc. We carry our robust clearance checks on staff offered positions.</p> <p>To retain staff, we provide effective supervision, consistent support and strive to offer added benefits (e.g. long-service awards, health cash plans). We thank staff for their contribution and recognise staff performance and loyalty – recognising that our staff are our greatest resource.</p>

Service Details

Name of Service	luk-ros bungalow
Telephone Number	01443875706
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Staff speak a few words of Welsh occasionally and we have the Welsh word of the week. Currently, none of our residents are able to speak Welsh. The RI is a Welsh speaker and is happy to communicate in Welsh with others when appropriate. We are working towards the Welsh Active Offer.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	1488.00
The maximum weekly fee payable during the last financial year?	2322.00

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?	<p>We carried out a Quality of Care consultation exercise in April, 2022 where we consulted with the people who use the service and their families, about the operation of the service - as the majority of individuals supported within this Home do not have the capacity to respond to this objectively; i.e. without direct support from staff. Consultation was carried out by means of a formal questionnaire – with the option for people to speak directly with senior staff should they wish.</p> <p>In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.</p>

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1

Provide details of any outside space to which the residents have access	There is a pleasant garden to the side of the Home, which includes a patio area, along with a grassed space. There is a large apple tree within this area, along with some planters (with flowers) to brighten up the space. There is a bench outside for people to sit on, along with a large swing bench.
Provide details of any other facilities to which the residents have access	The Home incorporates a large and homely communal kitchen/dining room as well as a large and airy lounge (which was redecorated and refurbished in-year).

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	picture cards

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in September, 2022 and February, 2023. As part of this visit, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support and opportunities are made available to them'.</p> <p>In speaking with the Home Manager and the team, it was clear that they felt this to be a key responsibility of theirs. I observed the team consistently promoting choice for individuals and actively listening to residents during all discussions. As an example to highlight this, the LA had suggested that staff should perhaps plan to support a resident to go on holiday. Staff duly discussed this with the resident, who told them emphatically that she did not want to. The team decided to wait a while and then asked the resident again, on two separate occasions; and on both, they continued to say 'no'. The team then contacted the LA to suggest that a holiday at this point was not suitable and that they would instead focus on supporting the resident out on more daytrips for now, to see if that then built her confidence to feel as if she may enjoy a short holiday.</p> <p>A further example, to demonstrate that the team try to 'go over and above', in terms of introducing opportunities for residents, based on their likes and preferences, one of the staff took their dog into the Home briefly, to visit residents. The reactions from residents was apparent - even from those residents who are unable to communicate verbally.</p> <p>In visiting the Home, the RI regularly sees residents being asked about their preferences and wants; e.g. what would they like for tea that day, what would they like to watch on the TV/which music would they like to listen to etc?</p> <p>In order to continually enhance the way that they engage with residents, the team have decided to offer a wider range of taster sessions for residents, so as to glean what they enjoy/don't enjoy - to increase opportunities made available to them.</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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in September, 2022 and February, 2023. As part of this visit, the RI considered whether or not 'people are happy and supported to maintain their ongoing health, development and overall wellbeing'.</p> <p>Clearly, an important part of meeting this aim is to ensure that staff support people to access all necessary healthcare support. This is done consistently within the Home and is evidenced within the documentation.</p> <p>However, and in speaking with the Home Manager and the team, it was clear that they understood that in supporting residents to go out, to access community facilities, this promotes their general wellbeing. However, since the COVID-19 pandemic, individuals have gone out less frequently, because of the risks to them (in light of their particular vulnerabilities) and it's recognised that they have lost some confidence in this area as a result of this.</p> <p>During this year, the Manager and their team have tried to re-introduce outdoor visits on an incremental basis, so as to gradually re-build confidence and a thirst for going outside. To do this, they have planned rotas carefully and gradually built up people's time outdoors - making sure that they are supported to go to places of interest to them; i.e. adopting an entirely tailored approach for each person. They have seen some good successes with this.</p> <p>To further support this development for one person, the team are engaging with LA- officers, with a view to applying for a mobility vehicle for this individual, which would increase his opportunities further.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in September, 2022 and February, 2023. As part of this visit, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.</p> <p>Staff are fully trained in Safeguarding and received refresher training at least on an annual basis. This supports them to ensure that individuals are helped to feel safe and protected from abuse or neglect. Within the training provided, staff are supported to understand their role and responsibilities in relation to keeping people safe and free from abuse/neglect and also, to understand what practical steps they should take to ensure appropriate processes are followed.</p> <p>When visiting the Home, it is apparent that staff 'live' their responsibilities in this area, as they continue to protect vulnerable adults within our care.</p> <p>To further embed an appropriate culture around this, the Home Manager will discuss aspects relating to safeguarding during staff supervision meetings and/or staff meetings. This provides an opportunity for staff to seek any clarification and also, to build their confidence so that if there is a need to implement anything, they have the understanding and confidence to do so.</p>

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

At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.

The RI conducted a formal Quality of Care Review in September, 2022 and February, 2023. As part of this visit, the RI considered whether or not 'people live in accommodation that best supports their wellbeing and achievement of their personal outcomes'.

Luk-Ros is a bungalow and as such, is ideally suited to supporting people with physical disabilities or mobility challenges. Further, the majority of the bedrooms have ceiling tracking, which supports the use of hoists for individuals, as needed.

The lounge is a large and bright room, with large windows and patio doors; thus maximising natural light. The lounge was fully redecorated and refurbished during this year. The bathroom is fully adapted and easily able to support people with a range of abilities and support needs. The four bedrooms are large and bright - and each one is personalised, highlighting the different character and preferences of each person.

The kitchen/dining room is open plan and easily able to accommodate the number of people living there.

The garden area has outside seating areas and this is especially important for one resident, who loves to sit outside, enjoying the fresh air.

Because of the large rooms, the easy access to the Home and to the rooms within it, the tracking on the ceilings etc it is ideally suited to meeting the needs of the residents that live there.

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	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.	Managers are supported by their line-manager to develop within their role; this will include on-the-job mentoring, which serves to develop skills and understanding relevant to their role.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
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Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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>	
<p>Filled and vacant posts</p>	
No. of staff in post	7
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	8
Dementia	5
Positive Behaviour Management	7
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social Care Workers will also undertake a range of other appropriate training, including resident specific training. This has included peg feeding, fire awareness and emergency evacuation, communication skills, mental health, person centred care delivery etc. Further, Senior Carers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.
<p>Contractual Arrangements</p>	
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
<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)	5
No. of part-time staff (17-34 hours per week)	2

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.	Typical shift patterns are as follows: Morning Shift: 07.00am - 14.00pm. (At least 2 staff in total); Afternoon Shift: 14.00pm - 21.00pm. (At least 2 staff in total) Night shift: 21.00pm - 07.00am. (1 member of staff)
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
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Victoria House
Telephone Number	01495220836
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	Staff speak a few words of Welsh occasionally and we have the Welsh word of the week. Currently, none of our residents are able to speak Welsh. The RI is a Welsh speaker and is happy to communicate in Welsh with others when appropriate. We are working towards the Welsh Active Offer.

Service Provision

People Supported

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

The minimum weekly fee payable during the last financial year?	1559.00
The maximum weekly fee payable during the last financial year?	1793.00

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?	<p>We carried out a Quality of Care consultation exercise in April, 2022 where we consulted with the people who use the service and their families, about the operation of the service - as the majority of individuals supported within this Home do not have the capacity to respond to this objectively; i.e. without direct support from staff. Consultation was carried out by means of a formal questionnaire – with the option for people to speak directly with senior staff should they wish.</p> <p>In addition to this formal (annual) consultation, people who use our service are able to discuss their experiences with the Home Manager at any point and also, with the Responsible Individual (RI) when they visit the Home. When the RI visits the Home to carry out their formal RI visits (Reg 73/Reg 80), they ensure that they speak with people who use the service to understand how they are feeling and to see if there are any concerns or positive feedback.</p>

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>The Home has a spacious and pleasant paved area to the side of the Home. This is surrounded by some shaped planters, each with colourful flower displays. This area also has a large table and benches, making it ideal for residents and staff to sit outside on. There is also a covered bench in this area.</p> <p>To the rear of the Home is a large garden (grassed area).</p>
Provide details of any other facilities to which the residents have access	<p>One of the rooms referred to as the second communal lounge (above) is generally used as an 'activity room', where residents often sit to play board games, undertake arts and craft activities, play (soft) darts etc. Further, there is a television in this room so if a resident wants to watch a different programme to that on in the main lounge, they can use this area.</p>

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	Yes
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.

At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.

The RI conducted a formal Quality of Care Review in September, 2022 and March, 2023. As part of this visit, the RI considered whether or not 'people feel their voices are heard, they have choice about their care and support and opportunities are made available to them'.

In visiting the Home, it becomes immediately apparent that staff proactively listen to what residents are saying and take note of what they are doing. As a result of the verbal communication abilities of residents, it is imperative that staff get to know individuals well; that they learn to understand their ways of communication by observing their reactions and behaviours.

One resident is unable to communicate their wishes verbally whilst the other two residents experience some difficulties with this, albeit to different levels.

During the formal QoC visits, in discussing this with staff, they felt strongly that they consistently listened to residents and supported them to make choices about their care and support. As an example, the RI was told that one of the residents always wants to choose their clothes each day and although this person cannot easily vocalise this, they provide her with the time, space and support to choose every day. They can see how this benefits this person, by their reaction after they have been supported to get dressed each morning.

On another occasion, the RI was told of an example whereby a staff member, when supporting a resident within the community, understood that the resident wanted to buy a particular item (for social activities). They were supported to do so and the resident's reaction was immediate; they smiled broadly and remained that way for a while.

The team also discussed the importance of ensuring that new staff are supported to get to know individuals well; so that they understand 'what makes them tick', given the limitations around verbal communication.

During each visit to the Home, residents are seen to be comfortable and content; with staff engaging positively with them.

<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>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in September, 2022 and March, 2023. As part of this visit, the RI considered whether or not 'people are supported to maintain their ongoing health, development and overall wellbeing'.</p> <p>As highlighted above, in light of the communication abilities of residents within the Home, it is imperative that staff understand any subtle changes in a person's demeanour or behaviour. In visiting the Home, it's clear that staff are able to anticipate the needs of residents well and equally, they recognise any subtle changes that then lead them to look at this more closely.</p> <p>As an example, staff began to notice some subtle changes to the demeanour and behaviour of one resident during the early part of this year; they pursued various options in engaging with the GP and other health professionals, before being told that this person was not living with dementia. As a result of this, the team have amended their approach to support for this person and have consistently enabled them to attend various health meetings, to ensure that the right treatment is provided for them. During visits, the RI has witnessed the change in approach that's been adopted and also, of how the resident continues to be generally settled and content.</p> <p>Each resident has their own unique healthcare needs and it is evident - from visits and documentation - that the team is able to flex their approach to meet the specific needs of individuals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.</p> <p>The RI conducted a formal Quality of Care Review in September, 2022 and March, 2023. As part of this visit, the RI considered whether or not 'people feel safe and protected from abuse and neglect'.</p> <p>Staff are fully trained in Safeguarding and received refresher training at least on an annual basis. This supports them to ensure that individuals are helped to feel safe and protected from abuse or neglect. Within the training provided, staff are supported to understand their role and responsibilities in relation to keeping people safe and free from abuse/neglect and also, to understand what practical steps they should take to ensure appropriate processes are followed.</p> <p>When visiting the Home, it is apparent that staff 'live' their responsibilities in this area, as they continue to protect vulnerable adults within our care.</p> <p>To further embed an appropriate culture around this, the Home Manager will discuss aspects relating to safeguarding during staff supervision meetings and/or staff meetings. This provides an opportunity for staff to seek any clarification and also, to build their confidence so that if there is a need to implement anything, they have the understanding and confidence to do so.</p>

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

At every formal visit carried out by the Responsible Individual (RI), including when undertaking the REG 80 (Quality of Care review – every 6 months), the RI considers achievement against these quality of care indicators. In considering how effectively the Home delivers against this, the RI discusses this with staff and residents (depending on their mental capacity) and also, spends time within the Home, assessing the environment and speaking informally with all individuals.

The RI conducted a formal Quality of Care Review in September, 2022 and March, 2023. As part of this visit, the RI considered whether or not 'people live in accommodation that best supports their wellbeing and achievement of their personal outcomes'. This Home is a former bungalow and as such, 2 of the 3 bedrooms are at ground level, which maximises access issues for individuals. The Home has large, airy rooms and in addition to the large and homely living room, it has a second lounge area which is often referred to as an 'Activities' Room'. This additional communal space is helpful in enabling individuals to have their own space, away from their co-residents, if they so wish. Each of the rooms have large windows/patio doors, which affords them lots of natural light.

The communal areas are well equipped (television, music consoles etc) for residents to enjoy.

Each bedroom has their ensuite bathroom, affording complete privacy for each individual.

There are two outdoor/garden areas: one is a paved patio area, with tables and benches for residents to use and is surrounded by planters (some in the shape of animals, which residents themselves chose), to add colour and fragrance. The garden at the rear is a large grassed area, and provides an opportunity for residents to spend time outside, in nicer weather. The team are working on developing some new raised beds' areas within this garden, so that residents can plant and look after their own plants.

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.

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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff, including Managers, will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, Managers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

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

Does your service structure include roles of this type?	No
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?	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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	8
Positive Behaviour Management	6
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Social Carer Workers will also undertake a range of other appropriate training, including resident specific training. This could include communication skills, mental health, person centred care delivery etc. Further, Senior Carers will have access to mentoring on the job, which will enable them to develop into their role, supporting the Manager in the running of the Home.
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)	3
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<p style="text-align: center;">Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Typical shift patterns are as follows: Morning Shift: 07.00am - 14.00pm. (At least 2 staff in total); Afternoon Shift: 14.00pm - 21.00pm. (At least 2 staff in total); Night shift: 21.00pm - 07.00am. (At least 1 staff member on shift).</p>
<p style="text-align: center;">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	5
<p style="text-align: center;">Domestic staff</p>	
Does your service structure include roles of this type?	No
<p style="text-align: center;">Catering staff</p>	
Does your service structure include roles of this type?	No
<p style="text-align: center;">Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No