

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:	John Roberts
The provider was registered on:	21/03/2019

The following lists the provider conditions:	There are no imposed conditions associated to this provider
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The regulated services delivered by this provider were:	Llys Nant	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/03/2019
	Responsible Individual(s)	John Roberts
	Manager(s)	Amanda Roberts
	Maximum number of places	6
	Service Conditions	There are no conditions associated to this service
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	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	21/03/2019
	Responsible Individual(s)	John Roberts
	Manager(s)	Victoria Baker, Amanda Roberts
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Llys Meddyg	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	21/03/2019
	Responsible Individual(s)	John Roberts
	Manager(s)	Gary Brockbanks, Janette Williams
	Maximum number of places	18
	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	New starters start with 1 month's induction. Not registered with Social Care Wales - support them to register. support them in completing their work books. They then will undertake the Care Certificate Induction. We also promote QCF & ILM Health & Social Care Courses throughout the year We have a training matrix which is updated monthly and 3 monthly we meet and discuss needs of residents and compliance and appropriate training for the staff, also showing which staff need to complete training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is discussed monthly, when we feel that there is a need to recruit more staff we have job advertisements ready. We utilise - WeCare Wales, Indeed and social media. We have bank staff to ensure all shifts are covered and by familiar staff for residents we ensure all staff have regular supervisions and operate an open door policy and incentive to retain staff. Promoting personal development.

Service Profile

Service Details

Name of Service	Llys Meddyg
Telephone Number	01745813944
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	24
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Fees Charged

The minimum weekly fee payable during the last financial year?	1064.00
The maximum weekly fee payable during the last financial year?	1064.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We involve families in assessment, admission, and settling in period we have a initial settling in questionnaire and meeting with families and residents, we give out yearly surveys Newsletter monthly, which was trailed and was a great success We ensure that we promote complete openness with residents and families, ensuring that management are in most days of the week and are accessible if needed. embrace new families, ensuring that they feel welcome and in turn we hope that they feel open and come to us if they need to speak . suggestion boxes and complaints policy is accessible, given in welcome pack We have done a number of charity events which various family members came and supported us actively promote key workers, 1 staff member will be assigned to 1 resident, ensuring continuity of care and creating a great rapport, this "key worker" has a file that they update on every shift they work to ensure communication and anything that needs to be flagged up is.</p>
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Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	1
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	1
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>There is a garden to the rear of the building which is accessible to all residents. There is a ramp for access. The garden area has a sun room Seating for residents, families, staff or any visitors. The garden has lots of plants and bright colours.</p>
Provide details of any other facilities to which the residents have access	<p>We have different activities happening daily such as Chair aerobics Singers visiting Therapy dogs Crafts</p>

Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
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.

<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>	<ul style="list-style-type: none"> • At Lllys Meddyg we take time to get to know the residents in their first week we ensure that a senior staff member and our activities co-ordinator has some one-to-one time with her to get to know their likes / dislikes etc • With new admissions it is vital that we involve any family members as best we can as it is key to getting to know the individual, we have settling in questionnaires and a meeting with the families/loved ones of the residents to ensure the process has been as smooth as possible and found it is a good forum to talk about any issues/ potential issues, likes dislikes, goals that they would like to set. <p>We ensure that staff have adequate training to understand all of the individuals needs, which is particularly important when they are not able to verbally communicate.</p> <p>We ensure that we have a key staff member for each resident, they look at their file and develop with the resident and families their likes / dislikes, what they have done in the past and is of particular interest to them.</p> <p>We then use this information to develop activities for them, perhaps days out or events within the home which families and loved ones can also be involved with - which has been a great success.</p> <p>We have a quality assurance framework which we have developed to demonstrate how we engage with all our staff, individuals that we support and their families and friends, the professionals we work with to provide our service.</p> <p>We strive to ensure that this framework is completely person centred and supportive. Ensuring all elements are outcome focused and supporting and caring for every residents in their day to day lives as well as prioritising their well being and that they are comfortable.</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>We provide person centred support to each resident, ensuring all their health, wellbeing and emotional needs are all being met, everything is recorded therefore, if a professional needs to access information it is all recorded and accurate. We are implementing our new electronic care system Nourish currently which will be accessible to all staff, professionals, families and residents.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Lllys Meddyg are compliant with the Social Care Wales and the National DBS policy with all staff working in the Registered Provider Services having a valid DBS. Compliance is monitored by the Management team.</p> <p>The services follow the Wales Safeguarding procedures and staff have the app downloaded to their work phones.</p> <p>Staff undertake mandatory safeguarding training, every year in line with our in house policy and this is again monitored Administrative staff and Managers through our training matrix.</p> <p>We look at safeguarding scenarios, during supervisions and in the interview process as a discussion point.</p> <p>Staff are encouraged to aid transparency, we have recently updated our Whistleblowing Policy, as well as Duty of Candor.</p> <p>We ensure we have good relationships with families and loved ones of residents and hope that they would feel confident to come to a staff member if they felt they needed to report a concern of anykind. We also have a "concerns" box which staff, residents or families/ loved ones can raise any concerns confidentially.</p> <p>This is checked daily however, to date we have not received any through this.</p> <p>All staff have substantial induction, training and shadowing before they would be able to be alone with a resident.</p>

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

Llys Meddyg is a Nursing Home specialising in Dementia. Our Manager is a Registered Mental Health Nurse, and has a great deal of experience in the sector.

All staff receive specific training in their induction, including non verbal communication if we have a resident who cannot communicate verbally.

We pride ourselves in providing person centred care for each of the residents, and their wellbeing and comfort is at the centre of that goal.

From referral and assessment we assess whether we are the best placement for them and if so work with the individual, family, social workers etc to ensure we can meet their needs.

All rooms are personalised, we have activity staff on shift every day to ensure that the individuals are doing activities of their choice, everyday. On a one to one basis and individually. We document if the individual engaged with the activity, if not we will look for other activities they may like.

We are a small home, with 18 female residents and we pride ourselves in keeping the atmosphere in the home warm and homely.

The nurses at Llys Meddyg monitor all an individuals health needs, and ensure that families and loved ones are informed of any changes.

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)	34
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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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Certificate induction ILM Management Levels 5 Oxygen therapy Diabetes Epilepsy Dementia Bus 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
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 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	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

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

Filled and vacant posts

No. of staff in post	6
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No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oxygen Therapy Tissue Viability Record keeping Epilepsy Diabetes Controlled drugs
<p>Contractual Arrangements</p>	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	3
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<p>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.	We have Nurse Manager - 8am - 5pm Monday to Friday Nurse in Charge 8am - 8pm every day 1x Nurse in Charge 8pm - 8am every day 1x
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oxygen Epilepsy Record keeping NVQ Health and Social Care ILM Leadership and Management Level 2 First Aid

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

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.	1 Senior carer working with 4 other carers per day 8AM - 8PM 30 HOURS PER WEEK EACH
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	18
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	6
Health & Safety	18
Equality, Diversity & Human Rights	12
Infection, prevention & control	18
Manual Handling	24
Safeguarding	20
Medicine management	2
Dementia	15
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oxygen therapy Record keeping first aid QCF Levels 2 and 3 Health and Social care Care Certificate induction Social Care Wales handbook Dementia Bus

Contractual Arrangements

No. of permanent staff	18
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	5

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.	5 care staff on throughout the day with a activities lead 8am - 8pm - 5 (and 1 nurse totalling to 6) 4pm - 10pm extra staff member totalling to 6 (and 1 nurse totalling to 7) 8pm - 10pm - 3 care staff (and 1 nurse totalling to 4) 10pm - 7am - 2 care staff (and 1 nurse totalling to 3) 7am - 8am - 3 care staff (and 1 nurse totalling to 4)
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Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
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	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	3

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>	
<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	1
Safeguarding	2
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1
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.	Maintenance Based in the home to carry out work for example water checks, window checks, repairs, organise any structural works that need to go ahead
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	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PAT Testing Workplace safety
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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Llys Nant
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Telephone Number	07467956000
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	983
The maximum weekly fee payable during the last financial year?	2100

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Service user guide Quarterly newsletter Questionnaires

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	2
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	Residents have access to a communal large garden. This is a secure space It has lots of seating and an area for the residents to do some gardening, they also like to grow herbs for cooking and there is a dedicated space for this. They do many activities in the garden, specifically in summer, we have lots of BBQ's where the residents invite their family and friends We do garden games such as basketball and bowling There are also some quieter areas if residents feel they need some space

Provide details of any other facilities to which the residents have access	<p>Llys Nant is based in Denbigh, and we involve the residents in the Denbigh community.</p> <p>Such as the "HWB" where they can enroll in courses such as IT, BSL and cooking.</p> <p>The leisure centre is in walking distance, some of our residents are supported and are members of the gym and go swimming frequently.</p> <p>We have coffee mornings and disco's in the community center which is also walking distance.</p> <p>We ensure that there is a choice of activities for all of our residents daily, to promote their independence and ensure they live a fulfilled life as possible.</p>
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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

<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>We have a quality assurance framework which we have developed to demonstrate how we engage with all our staff, individuals that we support and their families and friends, the professionals we work with to provide our service.</p> <p>We strive to ensure that this framework is completely person centred and supportive. Ensuring all elements are outcome focused and supporting our residents in their day to day lives and achieving all their goals.</p> <p>We aim to conduct monthly file audits which form part of Quality Assurance.</p> <p>Service user quality assurance questionnaires are distributed to stakeholders, we promote their completion and encourage all our residents to complete them and offer support from support workers or representatives to complete them and to voice their opinion on the quality of the support they receive. We also have a easy read version available.</p> <p>We assign key workers to each of our individuals, we ask that the individual picks who they would like to be their key worker, as this will generally mean that they have a good relationship and rapport with that individual. We will then promote that the individual has monthly meetings / catch up's with the individual to talk about whats working for them, whats not working, goals they would like to achieve , any thing they would like to do. This is then documented by the key worker and a focused plan will be put together. We also undertake "house meetings" with all residents and staff in attendance. We keep everything positive and outcome focused working alongside professionals.</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>We provide person centred support to each resident, ensuring all their health, wellbeing and emotional needs are all being met , everything is recorded therefore, if a professional needs to access information it is all recorded and accurate. We are in the process of introducing Nourish the electronic health system, which will be accessible for residents, staff, families and health and social care professionals.</p> <p>There personal files contain long and short term care plans which when read will ensure that all staff have enough information to support the individual effectively.</p> <p>We also ensure that we Incorporate family members and or friends into each individuals care, enabling us to have transparency and learn about and from the individual to make their time with us as happy, comfortable and as person centred as possible.</p> <ul style="list-style-type: none"> • We pride ourselves to be very approachable to our residents family members and friends actively seek their views on Llys Nant and the care their loved ones receive; we do this via a number of ways; <ul style="list-style-type: none"> o Catch up phone calls or video calls we do not have a great deal of visitors we felt contacting the family member / next of kin would be reassuring. o We also send out questionnaires o Suggestions box
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Llys Nant are compliant with the Social Care Wales and the National DBS policy with all staff working in the Registered Provider Services having a valid DBS. Compliance is monitored by the Management team.</p> <p>The services follow the Wales Safeguarding procedures and staff have the app downloaded to their work phones.</p> <p>Staff undertake mandatory safeguarding training, every year in line with our in house policy and this is again monitored Administrative staff and Managers through our training matrix.</p> <p>We look at safeguarding scenarios, during supervisions and in the interview process as a discussion point.</p> <p>Staff are encouraged to aid transparency, we have recently updated our Whistleblowing Policy, as well as Duty of Candor.</p> <p>In the past 6 months there has been 1 no issue concern raised. In the event of an incident, we must notify CIW under Regulation 60 of RISCA 2016.</p> <p>It is vital that Llys Nant learns from past experiences and strives for improvement for the future. We ensure that all events are documented thoroughly and use reflective practice sessions. This needs to continue further and ensure that this method engages all staff and not just the staff members concerned.</p> <p>We also show the individuals the easy read safeguarding guide and phone numbers are displayed for anyone to ring should they have a concern.</p> <p>All our staff undertake induction, training and extensive shadowing on a supernumerary basis before working independently with an individual, this gives the employee time to get to know the individual and the individual time to get to know the person and to feel safe with them.</p>

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

Llys Nant is a small home, with 6 single bedrooms. From referral and assessment we ensure that the individual is compatible with the service and our other residents who live in Llys Nant.

We work with the individual and their care and support team before admission to understand their personal outcomes and develop an outcome focused plan.

We promote the use of advocacy services and have strong links with CADMHAS: Mental Health Advisory.

We provide person centred support to each resident, ensuring all their health, wellbeing and emotional needs are all being met, everything is recorded therefore, if a professional needs to access information it is all recorded and accurate.

There personal files contain long and short term care plans which when read will ensure that all staff have enough information to support the individual effectively.

We also ensure that we incorporate family members and or friends into each individuals care, enabling us to have transparency and learn about and from the individual to make their time with us as happy, comfortable and as person centred as possible.

We found that assigning a resident a key worker, who they felt secure and had a good rapport with made a difference. It provides a forum for our residents to discuss goals and what they would like to achieve in the future.

We have with strong links to the community. We feel that our residents benefit from being part of Denbigh's community. They access events on a weekly basis, such as social clubs, discos and themed parties.

We keep all risk assessments under review, as we are aware that individuals needs such as mobility can change.

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)	15
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM Leadership and Management Level 5 Epilepsy PCP Active support Challenging Behaviour Supervision Fire

Contractual Arrangements

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

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

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

Staff Qualifications

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

Deputy service manager

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

Filled and vacant posts

No. of staff in post	1
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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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Anxiety - Assessing Needs - Care Planning - Challenging Behaviour - Communicating Effectively - Consent - CoSHH - Dementia Care - Develop as a Worker - Diversity, Equality and Inclusion - Fire Training - Food Hygiene - Health and Safety - Infection Control - Mental Capacity - Nutrition and Diet - Principles of Care and Confidentiality
<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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No

Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
<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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
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
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.	8am - 8pm 4 times per week
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	14
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Anxiety - Assessing Needs - Care Planning - Challenging Behaviour - Child Safeguarding (PDF)* - Communicating Effectively - Consent - CoSHH - Dementia Care - Develop as a Worker - Diversity, Equality and Inclusion - Fire Training - Food Hygiene - Health and Safety - Infection Control - Mental Capacity - Nutrition and Diet - Principles of Care and Confidentiality
Contractual Arrangements	
No. of permanent staff	14
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	4

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.	2 staff 8am - 8pm 1 staff (wake in nights) 8am - 8pm on days where there is a 1:1 outing activity 1 extra staff member will be in for example Friday 1 extra staff member from 10am - 8pm - meaning 3 staff in total. There are 5 residents 1 resident has 6 hours 1:1
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	0

Domestic staff

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

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

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

Service Details

Name of Service	Maes Teg
Telephone Number	07467956000
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum weekly fee payable during the last financial year?	983
The maximum weekly fee payable during the last financial year?	2300

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 involve families in assessment, admission, and settling in period we have a initial settling in questionnaire and meeting with families and residents, we give out yearly surveys Newsletter monthly, which was trailed and was a great success We ensure that we promote complete openness with residents and families, ensuring that management are in most days of the week and are accessible if needed. embrace new families, ensuring that they feel welcome and in turn we hope that they feel open and come to us if they need to speak . suggestion boxes and complaints policy is accessible, given in welcome pack We have done a number of charity events which various family members came and supported us actively promote key workers, 1 staff member will be assigned to 1 resident, ensuring continuity of care and creating a great rapport, this "key worker" has a file that they update on every shift they work to ensure communication and anything that needs to be flagged up is.</p>

Service Environment

How many bedrooms at the service are single rooms?	5
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?	2
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	<p>Residents have access to a communal large garden. This is a secure space It has lots of seating and an area for the residents to do some gardening, they also like to grow herbs for cooking and there is a dedicated space for this. They do many activities in the garden, specifically in summer, we have lots of BBQ's were the residents invite their family and friends We do garden games such as basketball and bowling There are also some quieter areas if residents feel they need some space</p>
Provide details of any other facilities to which the residents have access	<p>Maes Teg is based in Denbigh, and we involve the residents in the Denbigh community. Such as the "HWB" where they can enroll in courses such as IT, BSL and cooking. The leisure centre is in walking distance, some of our residents are supported and are members of the gym and go swimming frequently. We have coffee mornings and disco's in the community center which is also walking distance. We ensure that there is a choice of activities for all of our residents daily, to promote their independence and ensure they live a fulfilled life as possible.</p>

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	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.

We have a quality assurance framework which we have developed to demonstrate how we engage with all our staff, individuals that we support and their families and friends, the professionals we work with to provide our service.

We strive to ensure that this framework is completely person centred and supportive. Ensuring all elements are outcome focused and supporting our residents in their day to day lives and achieving all their goals.

We aim to conduct monthly file audits which form part of Quality Assurance.

Service user quality assurance questionnaires are distributed to stakeholders, we promote their completion and encourage all our residents to complete them and offer support from support workers or representatives to complete them and to voice their opinion on the quality of the support they receive. We also have a easy read version available.

We assign key workers to each of our individuals, we ask that the individual picks who they would like to be their key worker, as this will generally mean that they have a good relationship and rapport with that individual. We will then promote that the individual has monthly meetings / catch up's with the individual to talk about whats working for them, whats not working, goals they would like to achieve , any thing they would like to do. This is then documented by the key worker and a focused plan will be put together. We also undertake "house meetings" with all residents and staff in attendance. We keep everything positive and outcome focused working alongside professionals

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.

We provide person centred support to each resident, ensuring all their health, wellbeing and emotional needs are all being met , everything is recorded therefore, if a professional needs to access information it is all recorded and accurate. We are in the process of introducing Nourish the electronic health system, which will be accessible for residents, staff, families and health and social care professionals.

We are aware that communication is key to providing a service and ensuring an individual is happy.

There personal files contain long and short term care plans which when read will ensure that all staff have enough information to support the individual effectively.

We also ensure that we Incorporate family members and or friends into each individuals care, enabling us to have transparency and learn about and from the individual to make their time with us as happy, comfortable and as person centred as possible.

- We pride ourselves to be very approachable to our residents family members and friends actively seek their views on Maes Teg and the care their loved ones receive; we do this via a number of ways;
 - o Catch up phone calls or video calls we do not have a great deal of visitors we felt contacting the family member / next of kin would be reassuring.
 - o We also send out questionnaires
 - o Suggestions box

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Maes Teg are compliant with the Social Care Wales and the National DBS policy with all staff working in the Registered Provider Services having a valid DBS. Compliance is monitored by the Management team.</p> <p>The services follow the Wales Safeguarding procedures and staff have the app downloaded to their work phones.</p> <p>Staff undertake mandatory safeguarding training, every year in line with our in house policy and this is again monitored Administrative staff and Managers through our training matrix.</p> <p>We look at safeguarding scenarios, during supervisions and in the interview process as a discussion point.</p> <p>Staff are encouraged to aid transparency, we have recently updated our Whistleblowing Policy, as well as Duty of Candor.</p> <p>In the past 6 months there has been 1 no issue concern raised. In the event of an incident, we must notify CIW under Regulation 60 of RISCA 2016.</p> <p>It is vital that Maes Teg learns from past experiences and strives for improvement for the future. We ensure that all events are documented thoroughly and use reflective practice sessions. This needs to continue further and ensure that this method engages all staff and not just the staff members concerned.</p> <p>We also show the individuals the easy read safeguarding guide and phone numbers are displayed for anyone to ring should they have a concern.</p> <p>All our staff undertake induction, training and extensive shadowing on a supernumerary basis before working independently with an individual, this gives the employee time to get to know the individual and the individual time to get to know the person and to feel safe with them.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Maes Teg is a small home, with 5 single bedrooms. From referral and assessment we ensure that the individual is compatible with the the service and and our other residents who live in Maes Teg.</p> <p>We work with the individual and there care and support team before admission to understand their personal outcomes and develop an outcome focused plan.</p> <p>We promote the use of advocacy services and have strong links with CADMHAS: Mental Health Advisory.</p> <p>We provide person centred support to each resident, ensuring all their health, wellbeing and emotional needs are all being met, everything is recorded therefore, if a professional needs to access information it is all recorded and accurate.</p> <p>There personal files contain long and short term care plans which when read will ensure that all staff have enough information to support the individual effectively.</p> <p>We also ensure that we incorporate family members and or friends into each individuals care, enabling us to have transparency and learn about and from the individual to make their time with us as happy, comfortable and as person centred as possible.</p> <p>We found that assigning a resident a key worker, who they felt secure and had a good rapport with made a difference. It provides a forum for our residents to discuss goals and what they would like to achieve in the future.</p> <p>We have with strong links to the community. We feel that our residents benefit from being part of Denbigh's community. They access events on a weekly basis, such as social clubs, discos and themed parties.</p> <p>We keep all risk assessments under review, as we are aware that individuals needs such as mobility can change.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>12</p>
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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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	ILM Leadership and Management Level 5 Epilepsy PCP Active support Challenging Behaviour Supervision Fire
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	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	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Anxiety - Assessing Needs - Care Planning - Challenging Behaviour - Communicating Effectively - Consent - CoSHH - Dementia Care - Develop as a Worker - Diversity, Equality and Inclusion - Fire Training - Food Hygiene - Health and Safety - Infection Control - Mental Capacity - Nutrition and Diet - Principles of Care and Confidentiality
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

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

Staff Qualifications

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

Other supervisory staff

Does your service structure include roles of this type?	No
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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
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Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	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.	<ul style="list-style-type: none"> - Anxiety - Assessing Needs - Care Planning - Challenging Behaviour - First Aid - Communicating Effectively - Consent - CoSHH - Dementia Care - Develop as a Worker - Diversity, Equality and Inclusion - Fire Training - Food Hygiene - Health and Safety - Infection Control - Mental Capacity - Nutrition and Diet - Principles of Care and Confidentiality
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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

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.	8am - 8pm - 2 staff 8am - 5pm - 3 staff total 8pm - 8am - 1 staff
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0

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

No. of staff in post	10
No. of posts vacant	1

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

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

Induction	4
Health & Safety	5
Equality, Diversity & Human Rights	3
Infection, prevention & control	4
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	3
Positive Behaviour Management	3
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Anxiety - Assessing Needs - Care Planning - Challenging Behaviour - First Aid - Communicating Effectively - Consent - CoSHH - Dementia Care - Develop as a Worker - Diversity, Equality and Inclusion - Fire Training - Food Hygiene - Health and Safety - Infection Control - Mental Capacity - Nutrition and Diet - Principles of Care and Confidentiality - PCP -PBS
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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	3

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	4
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.	8AM - 8PM - 2 STAFF 8AM - 5PM - 3 STAFF TOTAL 8PM - 8AM 1 STAFF WEDNESDAYS - 4 STAFF
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Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
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