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:	Jupiter Care Ltd
The provider was registered on:	01/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Hillside Care Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	01/08/2018
	Responsible Individual(s)	Gareth Bamsey
	Manager(s)	Marie George, Sharda Griffith, Lissy Pathrose
	Maximum number of places	58
	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	Our Training Coordinator is tasked with producing our ongoing Training Plan. Monitored Training consists of 23 courses and has expiry dates: Moving & Handling or Safeguarding for example or Clinical courses such as: Medication Administration or Syringe Driver. We have over 90 different courses that are delivered to the team. Our goal is to ensure the team have the skills, professional knowledge & competencies to understand and deliver professionally to the residents who live at Hillside.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	If we treat people fairly, professionally and care about them then they will wish to join Hillside and will wish to remain for the long term. By investing in their training, the equipment & facilities that they need to fulfil their roles as well as the home itself then we can create a happy & positive homely environment where people feel valued, supported and where they wish to work. This is why Hillside has not needed to use any agency care or nursing staff for many, many years.

Service Profile

Service Details

Name of Service	Hillside Care Home

Telephone Number	01792989200
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81

Fees Charged

The minimum weekly fee payable during the last financial year?	654
The maximum weekly fee payable during the last financial year?	1594

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?	At Hillside we operate an open door type management philosophy which means that should anyone wish to raise anything they can do so with any Senior Carer, Nurses or any of the Management Team. We do a lot right, yet we are all human and occasionally something can go wrong. The more we hear about what you perceive or experience the more we, as a team, are able to learn and improve what we deliver for the benefit of the residents who live here and for their families and friends who visit. Being approachable, listening and acting promptly are the corner stones of our approach. In addition, we also conduct an annual, structured survey so that everyone has an opportunity to give their views in a systematic manner We believe that a feedback policy should include positive compliments, neutral comments as well as constructive criticism relating to either a concern or a complaint. We therefore have four simple categories, the 4 c's: Compliments, Concerns, Criticisms & Complaints.

Service Environment

How many bedrooms at the service are single rooms?	54
How many bedrooms at the service are shared rooms?	4
How many of the bedrooms have en-suite facilities?	33
How many bathrooms have assisted bathing facilities?	7
How many communal lounges at the service?	10
How many dining rooms at the service?	3

Provide details of any outside space to which the residents have access	Somewhat uniquely, each of the three floors at Hillside (ground, first and second) each has their own courtyard garden(s) with full safe open access all year round. This has been achieved because we are built on a slope. The four separate courtyard gardens are all secure and all have level access: • The Sun Terrace is situated on Ground Floor and provides a safe and secure environment with a patio running its entire length of over 100ft. Elevated flower beds are provided at one end to enable residents to still do some gardening if they wish. • The Secret Garden is accessed via The Orangery on First Floor and is totally secure being fully enclosed on all four sides. • Our Sensory Garden on the Second Floor provides a little 'get a way' being accessed from both the Master Lounge and the Cosy Lounge. • Park View Courtyard is also on the second floor and is fully secure & safe yet provides an elevated view of St James' Park & the Bay, enabling people to watch the comings and goings.
Provide details of any other facilities to which the residents have access	At Hillside, we've invested in a range of facilities to help improve the quality of life that residents & their families experience: o A Hair Salon o An Activities & Cinema Room where residents can enjoy arts and crafts or experience 'film of the week' via the ceiling mounted projector o A special Fracino Espresso/Cappuccino coffee machine (the type of thing that you see at Costas!) providing a nice latte, Americano, cappuccino or mocha. o Our own 16 seater minibus for residents, encouraging lots of regular trips and outings. o A Corporate Grade Wi-Fi system providing access to residents & families via a dedicated broadband service (Fibre-to the premises 900+ Meg). o A clever nurse call system that presents Nurse Call alarms to individual mobile devices, enabling us to silence the Nurse Call alarms. o A modern iPECs IP telephone system enabling us to provide telephones to individual residents if they wish; o Amazon Music to all lounges; and various Film subscription services.

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
>
> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
>
> Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The underlying central purpose or Mission at Hillside Care Home is: 'To enhance residents' lives by encouraging everyone to experience a life worth living within a thriving home environment.' And our core values are: o Residents come first o We work as one team o We are professional and look for continuous improvement These enduring values and our central purpose have been the same ever since Jupiter Care took ownership of Hillside about 20 years ago. If we are being true to our core values, and especially our first value - 'Residents come first' then this means that we are resident led; that it is the residents' voices and their choices that matter. And that this Culture applies to ALL individuals in all roles: Management, Nurses, Carers, Domestics, Chefs, Facilities & Admin – the entire team. Listening to, acting upon and enhancing residents' wellbeing therefore happens at every level at all times – from the day-to-day interactions with the care team to the monthly Management Team Meetings attended by the Home's Manager, Deputies and the Responsible Individual / Director. Quality Improvement initiatives are typically actioned and driven from the monthly Management Team meetings: an all-day affair that examines / instigates Quality Improvement initiatives as well as reviewing the day-to-day quality of care being delivered across the home. Our own internal auditing of all aspects of the care home's operations informs our continuous improvement process. For example, audits and ongoing monitoring of: clinical care; personal care; electronic care planning & recording; electronic Medication Administration (e-MAR); staffing, facilities and so on. Many ideas and inspiration for change comes directly from residents, their families, the staff team, visiting professionals and indeed the Management Team itself. The consultative feedback processes that inform such dialogue tend to come from: 1. The adhoc or qualitative, day-to-day types of interactions, feedback or reviews that occur during the ebb and flow of life within the Care Home or 2. The more structured, quantitative surveys aimed at residents and their families or our separate and comprehensive Employee Survey with over 50 questions. 3. Inspections and visiting 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.	Hillside is first and foremost – a home. We want to encourage everyone to experience a life worth living. We want the care, the home's environment, the food, the activities, the social gatherings, entertainment, company, trips out and overall quality of life that a person experiences here to be a positive improvement, to be an enhancement to their life, given the limits of their medical condition. Activities and stimulation are a critical part of the overall care service and contributes greatly to the quality of life that an individual experiences. At Hillside we have two dedicated full time activities co-ordinator whose roles are to help try and ensure that the people who live here are happy and stimulated. Hillside Care Home was also the first care home in Wales to be registered as an Eden Alternative Home. The Eden Alternative is an approach to care that aims to eliminate what it terms as the three plagues of care home life: loneliness, helplessness and boredom. We also have our own Activities Room & Cinema. This has a Sony overhead projector and cinema surround sound system that makes the experience feel more special than just watching a film on the television. The room is a multipurpose room and is therefore also used for Arts & Crafts sessions for example as well as meetings. Residents have their own dedicated Hair Salon on the first floor of the home. Our hair dresser typically organises visits to the hair salon once or twice a week as necessary. This makes the experience much more enjoyable and more of an occasion. Clearly, if people are living in bed then they will visit them. We have our 16 seater mini-bus specifically for residents, as we want to encourage lots of regular trips and outings. The large mini bus is fully converted to cater for the needs of older people and those in wheelchairs, having an automatic tail lift and a variety of specialist disabled adaptations. o There is a range of popular ongoing activity sessions such as Bingo, cards, art and crafts or sing along sessions. o We have external entertainers every week, from bands, singers, operatic societies to choirs and belly dancers. o Family cheese and wine evenings are held where all relatives and friends can come along and exchange opinions regarding our services. o Regular BBQs (weather permitting). o We've now got music easily available in all communal lounges via Alexa's & Amazon Music and also provide access to films via the home's Netflix account.
The extent to which people feel safe and protected from abuse and neglect.	At Hillside we have robust Safeguarding and Whistle Blowing procedures. All members of the team receive regular safe guarding training. We have positive, long term relationships with all the relevant authorities who would be automatically notified and involved in any potential incident or allegation. We believe that this type of open cultural approach and dialogue, working with authorities collaboratively is the best way to ensure that we facilitate an environment for residents that feels and is, safe. In respect to physical security, at Hillside we have a four digit key pad on either side of the main entrance & exit doors throughout the home. This provides a level of comfort and security in that an individual who has capacity can then come and go as they wish whilst an individual who lacks capacity will be unable to inadvertently wander out of the home of their own accord. To provide the same level of safety we also adopt the same approach on each floor next to the two passenger lifts, again using four digit key pads to manage access. All of the gardens are secure and so there is full access to all residents to come and go outside as they wish at all times.

| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes. | We completed a £2.5m upgrade programme that transformed the home in 2012 and made Hillside, in our view, one of the best care homes in Swansea. We were also one of three finalists in the Pinders Healthcare Design Awards (2013). This was a National Competition that looked at the best care home designs across the whole of the UK. We have avoided the common pitfalls of some new homes of characterless corridors and lack of space. At Hillside we have purposefully put the resident and their families at the centre of things. However, having a well-designed, welcoming and homely care home environment is only the beginning. What is more important to an individual's sense of wellbeing is the culture, ethos and general ambience that is experienced.

We strive to follow a culture that puts residents first; putting their needs at the centre of life in the home. It is the residents' choices, wishes or needs that act as the driving force for who we are and how we approach day to day life in the home. If we are following such a philosophy then it goes without saying that all individuals are treated with respect and with dignity; that everyone is treated with kindness and in the same way that we would wish to be treated ourselves or that we would wish our own close family or friends to be treated.

With this approach, handling any personal issues or care needs should always be handled in a low key, unobtrusive and supportive manner, maintaining the dignity and privacy of the individual at all times. Likewise, if people wish to partake in the range of activities and outings at the home then that is their choice; if they prefer to be more private then again, they are free to choose.

The sex, race, creed, sexual orientation or disability of a resident are simply aspects of that individual's persona; our role is to be aware and sensitive of who they are and how such aspects may or may not affect their particular wants or needs.

Again, it comes back to our central mantra: Residents come first.

Every effort is made to ensure continued spiritual support and religious observance for residents whatever their denomination. For example, Local churches have attended the home in order to conduct a service or provide Holy Communion for those who wish to participate. Staff are made aware of, and try to meet the needs of all ethnic groups, cultures and languages and all residents are entitled to exercise their civic and legal rights in the same way as everyone else. |

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) | 60.25 |

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	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (0) 3 - QCF (0) 4 - Palliative Care (1) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (1) 7 - Fire Awareness Training (0) 8 - First Aid (0) 9 - Prevention of Falls (1) 10 - Syringe Driver Training (1) 11 - Immunisation / Anaphylaxis (1) 12 - Catherterisation (0)

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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (1) 3 - QCF (0) 4 - Palliative Care (2) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (1) 7 - Fire Awareness Training (0) 8 - First Aid (0) 9 - Prevention of Falls (0) 10 - Syringe Driver Training (3) 11 - Immunisation / Anaphylaxis (2) 12 - Catherterisation (2)

Contractual Arrangements

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

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

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2

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

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	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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	3
Safeguarding	1
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (2) 3 - QCF (0) 4 - Palliative Care (1) 5 - Communication Skills (1) 6 - DoLS / Mental Capacity Act (2) 7 - Fire Awareness Training (0) 8 - First Aid (1) 9 - Prevention of Falls (2)

> Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

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

Registered nurses	
Does your service structure include roles of this type?	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	11
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	3
Infection, prevention & control	1
Manual Handling	4
Safeguarding	2
Medicine management	1
Dementia	4
Positive Behaviour Management	6
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (4) 2 - Pressure Care / Tissue Viability (3) 3 - QCF (0) 4 - Palliative Care (4) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (2) 7 - Fire Awareness Training (2) 8 - First Aid (0) 9 - Prevention of Falls (1) 10 - Syringe Driver Training (3) 11 - Immunisation / Anaphylaxis (0) 12 - Catherterisation (0)

> Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2

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.	o Early 7:00 a.m - 2:00 p.m. (Two RGN's) plus Seven Carers plus Senior Carers / Care Supervisors (2) - Average 11 Care / Nursing Staff working each shift plus Activities Coordinator) o Afternoon 2:00 p.m. - 8:00 p.m. (Two RGNS's plus Six Carers plus Senior Carers / Care Supervisors (2) - Average 10 Care / Nursing Staff working each shift plus Activities Coordinator) o Night 8:00 p.m. - 7:00 a.m. (One RGN plus Four Carers plus Senior Carers / Carer Supervisors - Average Seven Care / Nursing Staff to 11:00 p.m. & Average Six Care / Nursing Staff 11:00 p.m. onwards) - o Plus there is a 15 minute handover commencing before the start of each shift.

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts	
No. of staff in post	12
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	4
Infection, prevention & control	0
Manual Handling	10
Safeguarding	2
Medicine management	9
Dementia	10
Positive Behaviour Management	10
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (11) 3 - QCF (1) 4 - Palliative Care (3) 5 - Communication Skills (2) 6 - DoLS / Mental Capacity Act (7) 7 - Fire Awareness Training (2) 8 - First Aid (0) 9 - Prevention of Falls (5)

Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	6
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.	o Early 7:00 a.m - 2:00 p.m. (Senior Carers / Care Supervisors (2) & Nurses (2) - Average 11 Care / Nursing Staff working each shift plus Activities Coordinator) o Afternoon 2:00 p.m. - 8:00 p.m. (Senior Carers / Care Supervisors (2) & Nurses (2) - Average 10 Care / Nursing Staff working each shift plus Activities Coordinator) o Night 8:00 p.m. - 7:00 a.m. (One / two Senior Carers / Carer Supervisors & Nurse - Average Seven Care / Nursing Staff to 11:00 p.m. & Average Six Care / Nursing Staff 11:00 p.m. onwards) - o Plus there is a 15 minute handover commencing before the start of each shift.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	6

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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

Filled and vacant posts

No. of staff in post	42
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	8
Health & Safety	11
Equality, Diversity & Human Rights	7

Infection, prevention & control	2
Manual Handling	41
Safeguarding	23
Medicine management	1
Dementia	41
Positive Behaviour Management	29
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (2) 2 - Pressure Care / Tissue Viability (32) 3 - QCF (2) 4 - Palliative Care (6) 5 - Communication Skills (22) 6 - DoLS / Mental Capacity Act (31) 7 - Fire Awareness Training (16) 8 - First Aid (1) 9 - Prevention of Falls (31)

Contractual Arrangements

No. of permanent staff	33
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	9

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)	8
No. of part-time staff (17-34 hours per week)	18
No. of part-time staff (16 hours or under per week)	7

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.	o Early 7:00 a.m - 2:00 p.m. (Seven Carers plus Senior Carers / Care Supervisors (2) & Nurses (2) - Average 11 Care / Nursing Staff working each shift plus Activities Coordinator) o Afternoon 2:00 p.m. - 8:00 p.m. (Six Carers plus Senior Carers / Care Supervisors (2) & Nurses (2) - Average 10 Care / Nursing Staff working each shift plus Activities Coordinator) o Twilight Shift 5:00 p.m. to 11:00 p.m. (one Carer plus other Carers / Senior Carers Care Supervisors & Nurses - Average - 10 Care / Nursing Staff (to 8:00 p.m.) Average 7 Care / Nursing Staff to 11:00 p.m. o Night 8:00 p.m. - 7:00 a.m. (Four Carers plus Senior Carers / Carer Supervisors & Nurse - Average 7 Care / Nursing Staff to 11:00 p.m. & Average 6 Care / Nursing Staff 11:00 p.m. onwards) - o Plus there is a 15 minute handover commencing before the start of each shift.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	22

Domestic staff	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

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

Induction	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (0) 3 - QCF (0) 4 - Palliative Care (0) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (0) 7 - Fire Awareness Training (1) 8 - First Aid (0) 9 - Prevention of Falls (0) 10 - Syringe Driver Training (0) 11 - Immunisation / Anaphylaxis (0) 12 - Catherterisation (0) 13 - COSHH (1)

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	1

Catering staff

Does your service structure include roles of this type?	Yes

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

> Filled and vacant posts

No. of staff in post	6
No. of posts vacant	0

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (0) 3 - QCF (0) 4 - Palliative Care (0) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (0) 7 - Fire Awareness Training (1) 8 - First Aid (0) 9 - Prevention of Falls (0) 10 - Syringe Driver Training (0) 11 - Immunisation / Anaphylaxis (0) 12 - Catherterisation (0)

> Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	2

> Staff Qualifications

No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Activities Coordinators (2) Facilities (2) (including the Facilities Manager & Handyman / Mini-bus Driver) Administration (1) Financial Controller (1) IT (1)

Filled and vacant posts

No. of staff in post	7
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	3
Safeguarding	0
Medicine management	0
Dementia	2
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 - Oral Care (0) 2 - Pressure Care / Tissue Viability (1) 3 - QCF (0) 4 - Palliative Care (0) 5 - Communication Skills (0) 6 - DoLS / Mental Capacity Act (0) 7 - Fire Awareness Training (0) 8 - First Aid (0) 9 - Prevention of Falls (0) 10 - Syringe Driver Training (0) 11 - Immunisation / Anaphylaxis (0) 12 - Catheterisation (0)

Contractual Arrangements

No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and 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)	3
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	7

No. of staff working toward required/recommended qualification	0