

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: Linc Cymru Housing Association

The provider was registered on: 10/10/2019

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Penylan House Community Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	10/10/2019
Responsible Individual(s)	Edgar Bautista
Manager(s)	Jelton Moyo, Jelton Moyo
Maximum number of places	75
Service Conditions	There are no conditions associated to this service
Ty Coch	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	10/10/2019
Responsible Individual(s)	Edgar Bautista
Manager(s)	Jane-Louise Evans
Maximum number of places	60
Service Conditions	There are no conditions associated to this service
Capel Grange Nursing Home	
Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	10/10/2019
Responsible Individual(s)	Edgar Bautista
Manager(s)	Lea Ramos
Maximum number of places	72
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	<p>Training matrix in place which maps out the key learning requirements for individuals based on their job role</p> <p>New staff members receive a two week full induction which covers mandatory trainings, shadow shifts and corporate introduction to the organisation</p> <p>Blended classroom and e-learning approach to provide staff theoretical and practical knowledge</p> <p>Training requirements and interests discussed during supervisions</p> <p>Clear procedures and processes in place to manage compliance with training</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Sponsorship of Care Staff following changes in UK visa requirements</p> <p>Senior Nursing Care Assistants who are qualified Nurses in their own country are being supported to take OSCE exam to qualify as registered Nurses.</p> <p>Enhancement to mentorship programme to ensure that support is provided to new starters and there is an improvement in turnover rates</p> <p>Cost of living support for staff through the use of pantries and well being engagement from HR team</p>

Service Profile

Service Details

Name of Service	Capel Grange Nursing Home
Telephone Number	01633258910
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?	90
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Fees Charged

The minimum weekly fee payable during the last financial year?	865.50
The maximum weekly fee payable during the last financial year?	1085.60

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	0

Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Surveys completed for residents, relatives, visiting professionals and staff members with the feedback received from these individuals incorporated into an improvement plan for the home.</p> <p>Residents and relatives meetings conducted which provided individuals with an update on the key issues arising within the home and an opportunity for residents and relatives to ask questions and receive responses.</p> <p>RI conducts interviews with residents, relatives, visiting professionals and staff members during regulation 73 visits. The outcome of these conversations are discussed with the Registered Nursing Home Manager and clear actions are identified to improve the home.</p> <p>Residents and/or relatives are invited on a quarterly basis to discuss the Personal Plan of the resident and progress with Personal Outcomes.</p> <p>"Voices of Capel Grange" group which consists of several residents who partake in decision making around plans for seasonal menus, mealtime experience, activities and decoration</p>

Service Environment

How many bedrooms at the service are single rooms?	72
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	72
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	5
How many dining rooms at the service?	5
Provide details of any outside space to which the residents have access	Garden access through sun lounge and the ground floor community "Mallard"
Provide details of any other facilities to which the residents have access	Sensory room

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.

People are supported to communicate their wishes and feelings , including how they wish to spend their day and what activities they would like to attend.

Interviews with people during RI Regulation 73 visits highlighted that

- Residents feel that their voices are heard especially when they take it forward to the Nurse and Managers. That these individuals will come to see you to make sure that you are happy and satisfied
- Residents felt staff are friendly and supportive
- A resident spoke positively about the home particularly in comparison to other places they have stayed
- Relatives were very complimentary about the home. Detailing that staff communicate to them and their family any changes in their loved one's condition

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Some residents stated that are not always involved in decisions about their own care, with it identified that on occasions the home contacts their Next of Kin when the resident has the ability of make that decision themselves. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits

There is a "Voices of Capel Grange" group that consists of several residents who partake in decision making around plans for seasonal menus, mealtime experience, types of activities provided by the home and decoration of communal areas. There are plans to expand the membership to include relatives into the group so that there is wider engagement with stakeholders.

Residents are supported to make the most of opportunities that are available to them. Examples have included a resident leading a fundraising programme for Ukraine, a resident reading to children and several residents supported to participate in the local annual carnival.

Residents & relatives meetings are usually held every six months to provide opportunities for feedback from individuals and discussion around the vision plan of the home.

There were two formal complaints throughout the year with the cases closed as the individuals were satisfied with the actions taken and responses provided. The home has been set a target of improving the way informal complaints are captured as part of the continuous improvement process.

The home is working on ensuring that there are more frequent opportunities to have conversations on what matters to people.

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.

People are supported to maintain their ongoing health, development and overall wellbeing.

Interviews with people during RI Regulation 73 visits included

- Residents expressing appreciation for the 2 Activities Coordinators, they described them as very good and that they were consulting the residents of what they want and claimed that they would be lost without them.
- A Resident shared that they would like to live the life they used to live before and would prefer to stay in their own home but acknowledged that that will not be safe for them and the staff meet all of their needs
- Relative stated that they are very pleased with how their loved one settled in Kestrel. The shared that in a short period of time they saw massive improvements in their loved one's condition.

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents were satisfied with the range and frequency of the activities provided in the home and with the care and support that they receive. Some residents responded that they would like to be supported more to be independent and to learn new skills. Then staff highlighted during the survey that they felt that that residents receive Person-Centred Care and their colleagues treat residents with dignity, respect, kindness, and compassion. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.

Arrangements are in place for residents to be regularly reviewed by their GP and timely referrals are made by the home to medical professionals to support their health. Visiting Professionals were consulted through survey engagement with the feedback received very positive for all aspects of the service.

The home has implemented digital care planning and electronic medication records with the systems supporting staff to address any gaps in documentation, providing Management oversight of records and reducing duplication of work to allow staff to focus on delivering person centred care. There is further training, support and direction required for Staff so that they have a full grasp of all digital systems implemented and the home receives the full anticipated benefits release.

The home is exploring opportunities for residents to be supported to become more independent and to have input on the skills that they wish to develop.

The extent to which people feel safe and protected from abuse and neglect.

Policies and procedures are in place in relation to Safeguarding with staff possessing a clear understanding of Safeguarding and their responsibilities to safeguard individuals. All job roles in the home require Safeguarding training with the majority of staff (95%) within date for their training. The Registered Nursing Home Manager possesses a strong understanding of Safeguarding and has undertaken Advanced Safeguarding training.

Timely referrals are submitted to both CIW and Safeguarding when there are concerns of abuse or serious injuries. None of the cases submitted to the Safeguarding team met the threshold for a Safeguarding strategy meeting with the authority satisfied with the actions and interventions take by the home.

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Residents stated that they feel safe and secure in their own home and staff know how to support them. There have been minimal complaints received by the home with none of the complaints received in relation to abuse or neglect.

Key performance indicators are reviewed by the Management team to explore training and development needs and to identify learning lessons. There has been an increase in the number of pressure ulcers that developed within the home but these were all identified as unpreventable during the root cause analysis with the homes findings supported by the Health Board.

A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Falls, Skin Integrity, Nutrition, Accidents & Incidents, Medication and Personal Plans. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.

Staff should receive regular supervision in their role to help them reflect on their practice and to make sure their professional competence is maintained. This includes receiving feedback about their performance from individuals using the service. It was observed as part of the Quality of Care Review of the home that there were some gaps in compliance but following the implementation of a number of actions compliance has improved significantly. It continues to be a target for the home and the matrix is reviewed by the RI during Regulation 73 Visits.

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

People's care and support is provided in an environment that promotes their personal outcomes. There are communal spaces available for residents, relatives and visitors socialise together or to have their own quiet time. There is a garden available for residents to enjoy which is well maintained by staff within the home.

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents stated that they felt that the environment is clean and safe. Some residents responded that they are not always offered the opportunity to provide input for decisions about any changes to the environment where they live. Staff similarly felt that the environment is clean, tidy and odour free but some highlighted that they felt the facilities and equipment could be better maintained. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.

A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Infection Control, Facilities and Housekeeping. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.

Internal audits/visits are conducted by Linc's Asset Management and Health & Safety team to identify potential H&S issues and to arrange repairs as and when required.

Following the implementation of digital care planning and electronic medication records some issues were identified with the Wi-Fi in the home but following the placement of Wi-Fi boosters and staff shown how to reset the app fully before logging in these issues are now very sporadic.

The home recently involved some residents in choices around the decoration of the activities lounge and is seeking further opportunities for residents to be more involved in decisions about any changes to the environment. Management team and on site Facilities Staff are working with Asset Management, Health & Safety and external contractors to carry out planned improvements within the home which were delayed due to the Covid 19 pandemic.

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)	101.05
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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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
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	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
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	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
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 Service Manager	0
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
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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	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	1
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	2
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	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	3

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	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	2
Medicine management	3
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	0
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.	<p>Senior Nursing Care Assistants operate on a two weekly rota - Monday, Thursday, Friday during one week and Tuesday, Wednesday, Saturday, Sunday during the other week</p> <p>During the day there is usually 1 SNCA During the night there is 1 SNCA who works across both teams</p>
<p>Staff Qualifications</p>	
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
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	13
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	2
Health & Safety	6
Equality, Diversity & Human Rights	10
Infection, prevention & control	13
Manual Handling	1
Safeguarding	5
Medicine management	11
Dementia	7
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Venepuncture - 5 Catheterisation - 3 Diabetes and Insulin - 4 Epilepsy - 3 Skin Integrity - 3 Sepsis - 1 Mouthcare - 2

Contractual Arrangements

No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
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)	12
No. of part-time staff (17-34 hours per week)	1
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.	Registered Nurses operate on a two weekly rota - Monday, Thursday, Friday during one week and Monday, Tuesday, Saturday, Sunday during the other week There are on average four Nurses on shift during the day and two Nurses on shift during the night
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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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
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.	
<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>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Senior Carers operates on a two weekly rota - Wednesday, Thursday, Friday during one week and Monday, Tuesday, , Saturday, Sunday during the other week</p> <p>Senior Carer works across both teams</p>
<p>Staff Qualifications</p>	
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	
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	70
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	34
Health & Safety	33
Equality, Diversity & Human Rights	45
Infection, prevention & control	50
Manual Handling	35
Safeguarding	48
Medicine management	0
Dementia	33
Positive Behaviour Management	20
Food Hygiene	36
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	70
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	16
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)	51
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	9
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.	Care Staff operate on a two weekly rota - Monday, Thursday, Friday during one week and Monday, Tuesday, Saturday, Sunday during the other week There are on average twenty Care Staff on shift during the day and nine Care Staff on shift during the night

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	61
No. of staff working towards the required/recommended qualification	9
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	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	2
Health & Safety	4
Equality, Diversity & Human Rights	6
Infection, prevention & control	11
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	4
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	11
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)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification	11
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
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	8
Infection, prevention & control	9
Manual Handling	1
Safeguarding	3
Medicine management	0
Dementia	4
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	9
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)	8
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	9
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.	<p>Activities Co-ordinators - Organising and delivering appropriate activity programmes for residents and supporting them to achieve their Personal Outcomes</p> <p>Community Clerk - Coordinating and managing training compliance within the home</p> <p>Facilities Assistant - Day to day maintenance of the home. and liaising with Asset Management and Lin c contractors for any repairs required.</p> <p>Facilities Support - Maintaining garden and support with maintaining the cleanliness and tidiness of external areas</p> <p>Manual Handling and Equipment Coordinator - Facilitate manual handling training and competency assessments of staff and contribute to ensuring compliance with LOLER</p> <p>Nursing Home Co-ordinator - Managing the rota of Care Staff/Nurses and completing administrative tasks in relation to staff</p> <p>Nursing Home Administrator/Receptionist - Act as r eceptionist and completing administrative tasks in relation to residents</p>
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	6
Infection, prevention & control	4
Manual Handling	2
Safeguarding	2
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Penylan House Community Nursing Home
Telephone Number	02920 434829
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?	103
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Fees Charged

The minimum weekly fee payable during the last financial year?	1044.00
The maximum weekly fee payable during the last financial year?	1603.95

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	9

<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>Surveys completed for residents, relatives, visiting professionals and staff members with the feedback received from these individuals incorporated into an improvement plan for the home.</p> <p>Residents and relatives meetings conducted which provided individuals with an update on the key issues arising within the home and an opportunity for residents and relatives to ask questions and receive responses.</p> <p>RI conducts interviews with residents, relatives, visiting professionals and staff members during regulation 73 visits. The outcome of these conversations are discussed with the Registered Nursing Home Manager and clear actions are identified to improve the home.</p> <p>Residents and/or relatives are invited on a quarterly basis to discuss the Personal Plan of the resident and progress with Personal Outcomes.</p>
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Service Environment

How many bedrooms at the service are single rooms?	75
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	75
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	7
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Garden with raised vegetable and flowers beds for resident's therapy. In all sides of the home, we have greenery for viewing.
Provide details of any other facilities to which the residents have access	Hairdressing salon. Open space with tricycle track around the garden area.

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	No
British Sign Language (BSL)	Yes
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

People are supported to communicate their wishes and feelings , including how they wish to spend their day and what activities they would like to attend.

Interviews with people during RI Regulation 73 visits highlighted that

- Residents felt that the food quality is very good and that they have lots of choices
- Residents felt staff are friendly and supportive
- A resident was complimentary about the skill mix of staff in the home
- Relatives were very complimentary about the home. Detailing that staff have supported their loved one and that they are provided an array of activities to choose from

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Some residents stated that are not always involved in decisions about their own care, with it identified that on occasions the home contacts their Next of Kin when the resident has the ability to make that decision themselves. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits

The home is exploring developing a group that will involve residents partaking in decision making around plans for seasonal menus, mealtime experience, types of activities provided by the home

and decoration of communal areas. Once it has been established they will expand the membership to include relatives into the group so that there is wider engagement with stakeholders.

Residents are supported to make the most of opportunities that are available to them. Examples have included residents provided opportunity to participate in Forgot -me-not choir, residents supported to go on shopping trip to St Davids and residents visiting Cardiff Bay

Residents & relatives meetings are usually held every six months to provide opportunities for feedback from individuals and discussion around the vision plan of the home.

There were nine formal complaints throughout the year with the cases closed as the individuals were satisfied with the actions taken and responses provided. Learning lessons from these were discussed during staff meeting and within 1-1 supervisions where appropriate.

The home is working on ensuring that there are more frequent opportunities to have conversations on what matters to people.

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.

People are supported to maintain their ongoing health, development and overall wellbeing.

Interviews with people during RI Regulation 73 visits included

- Residents expressing appreciation for the range and quality of activities with the home
- Resident shared that staff try to understand them and gave them opportunities to get to know the staff too
- Resident suggested as an improvement for the home a Sunday morning service could be provided where people will be together from different religious background
- Relative stated that they are very pleased with how their loved one has settled into the home

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents were satisfied with the range and frequency of the activities provided in the home and with the care and support that they receive. Some residents responded that they would like to be supported more to be independent and to learn new skills. Then staff highlighted during the survey that they felt that residents receive Person-Centred Care and their colleagues treat residents with dignity, respect, kindness and compassion. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.

Arrangements are in place for residents to be regularly reviewed by their GP and timely referrals are made by the home to medical professionals to support their health. Visiting Professionals were consulted through survey engagement with the feedback received very positive for all aspects of the service.

The home has implemented digital care planning and electronic medication records with the systems supporting staff to address any gaps in documentation, providing Management oversight of records and reducing duplication of work to allow staff to focus on delivering person centred care. There is further training, support and direction required for Staff so that they have a full grasp of all digital systems implemented and the home receives the full anticipated benefits release.

The home is exploring opportunities for residents to be supported to become more independent and to have input on the skills that they wish to develop.

The extent to which people feel safe and protected from abuse and neglect.

Policies and procedures are in place in relation to Safeguarding with staff possessing a clear understanding of Safeguarding and their responsibilities to safeguard individuals. All job roles in the home require Safeguarding training with the majority of staff (95%) within date for their training. The Registered Nursing Home Manager possesses a strong understanding of Safeguarding and the reporting mechanisms around this.

Timely referrals are submitted to both CIW and Safeguarding when there are concerns of abuse or serious injuries. None of the cases submitted to the Safeguarding team met the threshold for a Safeguarding strategy meeting with the authority satisfied with the actions and interventions take by the home.

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Residents stated that they feel safe and secure in their own home and staff know how to support them.

Key performance indicators are reviewed by the Management team to explore training and development needs and to identify learning lessons. Some pressure ulcers developed within the home but these were all identified as unpreventable during the root cause analysis with the homes findings supported by the Safeguarding team.

A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Falls, Skin Integrity, Nutrition, Accidents & Incidents, Medication and Personal Plans. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.

Staff should receive regular supervision in their role to help them reflect on their practice and to make sure their professional competence is maintained. This includes receiving feedback about their performance from individuals using the service. It was observed as part of the Quality of Care Review of the home that there were some gaps in compliance but following the implementation of a number of actions compliance has improved significantly. It continues to be a target for the home and the matrix is reviewed by the RI during Regulation 73 Visits.

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

People's care and support is provided in an environment that promotes their personal outcomes. There are communal spaces available for residents, relatives and visitors socialise together or to have their own quiet time. There is a garden available for residents to enjoy which is well maintained by staff within the home.

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents stated that they felt that the environment is clean and safe. Some residents responded that they are not always offered the opportunity to provide input for decisions about any changes to the environment where they live. Staff similarly felt that the environment is clean, tidy and odour free but some highlighted that they are not always consulted before significant changes are made to the environment by the Management Team. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.

A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Infection Control, Facilities and Housekeeping. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.

Internal audits/visits are conducted by Linc's Asset Management and Health & Safety team to identify potential H&S issues and to arrange repairs as and when required.

Following the implementation of digital care planning and electronic medication records some issues were identified with the Wi-Fi in the home but following the placement of Wi-Fi boosters and staff shown how to reset the app fully before logging in these issues are now very sporadic.

The home is planning to enhance the involvement of residents in making decisions about any changes to the environment.

Management team and on site Facilities Staff are working with Asset Management, Health & Safety and external contractors to carry out planned improvements within the home.

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)	100.97
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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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
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.	Safe Dementia Care - 1

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	0
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
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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
<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	1
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSHH - 1
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2

No. of posts vacant	0
<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	1
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
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.	
<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)	2
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 social care worker	0
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
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	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	2
Health & Safety	3
Equality, Diversity & Human Rights	2
Infection, prevention & control	4
Manual Handling	2
Safeguarding	4
Medicine management	6
Dementia	3
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	6
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.	<p>SNCA's operate on a two weekly rota - Monday, Thursday, Friday during one week and Tuesday, Wednesday, Saturday, Sunday during the other week</p> <p>There is on average one SNCA on shift during the day and one SNCA on shift during the night</p>
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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	0

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	8
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	5
Infection, prevention & control	7
Manual Handling	3
Safeguarding	2
Medicine management	8
Dementia	3
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anaphylaxis - 2 Pressure Area Carer - 2
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	<p>Registered Nurses operate on a two weekly rota - Monday, Thursday, Friday during one week and Monday, Tuesday, Wednesday, Saturday, Sunday during the other week</p> <p>There are on average three Nurses on shift during the day and one Nurse on shift during the night</p>
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	4
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	2
Infection, prevention & control	4
Manual Handling	1
Safeguarding	0
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.	
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	4
No. of part-time staff (17-34 hours per week)	0
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.	<p>Senior Carers operate on a two weekly rota - Wednesday, Thursday during one week and Monday, Tuesday, Friday, Saturday, Sunday during the other week</p> <p>There is on average one Senior Carer on shift during the day and one Senior Carer on shift during the night</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
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	57
No. of posts vacant	4

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	40
Health & Safety	35
Equality, Diversity & Human Rights	35
Infection, prevention & control	51
Manual Handling	34
Safeguarding	38
Medicine management	0
Dementia	39
Positive Behaviour Management	0
Food Hygiene	38
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	57
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	17
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)	41
No. of part-time staff (17-34 hours per week)	15
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.

Care Staff operate on a two weekly rota - Wednesday, Thursday during one week and Monday, Tuesday, Friday, Saturday, Sunday during the other week

There are on average nineteen Care Staff on shift during the day and nine Care Staff on shift during the night

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
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No. of staff working towards the required/recommended qualification	9
Domestic staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	12
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	4
Health & Safety	7
Equality, Diversity & Human Rights	5
Infection, prevention & control	9
Manual Handling	5
Safeguarding	7
Medicine management	0
Dementia	6
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	12
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)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	12
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	11
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	6
Equality, Diversity & Human Rights	7
Infection, prevention & control	7
Manual Handling	4
Safeguarding	7
Medicine management	0
Dementia	3
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	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)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	10
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.	<p>Activities Co-ordinator - Organising and delivering appropriate activity programmes for residents and supporting them to achieve their Personal Outcomes</p> <p>Community Clerk - Coordinating and managing training compliance within the home</p> <p>Facilities Assistant - Day to day maintenance of the home. liaising with Asset Management and Linc contractors for any repairs required.</p> <p>Facilities Support - Maintaining garden and support with maintaining the cleanliness and tidiness of external areas</p> <p>Manual Handling and Equipment Coordinator - Facilitate manual handling training and competency assessments of staff and contribute to ensuring compliance with LOLER</p> <p>Nursing Home Co-ordinator - Managing the rota of Care Staff/Nurses and completing administrative tasks in relation to staff</p> <p>Nursing Home Administrator/Receptionist - Act as receptionist and completing administrative tasks in relation to residents</p> <p>Business Operations and Support Administrator - Promote and improve our service provision</p>
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Filled and vacant posts	
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No. of staff in post	9
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	4
Equality, Diversity & Human Rights	9
Infection, prevention & control	7
Manual Handling	3
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements	
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No. of permanent staff	9
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.
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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)	0
Staff Qualifications	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Ty Coch
Telephone Number	02921 673970
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?	88
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Fees Charged

The minimum weekly fee payable during the last financial year?	1044.00
The maximum weekly fee payable during the last financial year?	1347.38

Complaints

What was the total number of formal complaints made during the last financial year?	12
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	12

<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>Surveys completed for residents, relatives, visiting professionals and staff members with the feedback received from these individuals incorporated into an improvement plan for the home.</p> <p>Residents and relatives meetings conducted which provided individuals with an update on the key issues arising within the home and an opportunity for residents and relatives to ask questions and receive responses.</p> <p>RI conducts interviews with residents, relatives, visiting professionals and staff members during regulation 73 visits. The outcome of these conversations are discussed with the Registered Nursing Home Manager and clear actions are identified to improve the home.</p> <p>Residents and/or relatives are invited on a quarterly basis to discuss the Personal Plan of the resident and progress with Personal Outcomes.</p>
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Service Environment

How many bedrooms at the service are single rooms?	60
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	60
How many bathrooms have assisted bathing facilities?	4
How many communal lounges at the service?	3
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	Two patios, gazebo, garden with raised flower bed
Provide details of any other facilities to which the residents have access	Coffee shop

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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Use of technological equipment

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.

People are supported to communicate their wishes and feelings , including how they wish to spend their day and what activities t they would like to attend.

Interviews with people during RI Regulation 73 visits highlighted that

- Residents shared that they were please with the improvement s made in the home
- Residents felt staff are friendly and supportive
- A resident was complimentary about the skill mix of staff in the home
- Resident discussed that they would like further opportunities f or stimulation. Options had previously been explored with the M anager and to be revisited again.

- Relatives were very complementary about the home. Detailing that staff communicate with them on a regular basis about chan ges with their loved one

Surveys were conducted with Staff, Residents, Relatives, Visitin g Professionals as part of the homes engagement with stakehol ders. Some residents stated that are not always involved in dec isions about their own care, with it identified that on occasions t he home contacts their Next of Kin when the resident has the a bility of make that decision themselves. An improvement plan h as been developed based on all of the feedback received with t he RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits

The home is exploring developing a group that will involve resid ents partaking in decision making around plans for seasonal m enus, mealtime experience, types of activities provided by the h ome

and decoration of communal areas. Once it has been establish ed they will expand the membership to include relatives into the group so that there is wider engagement with stakeholders.

Residents are supported to make the most of opportunities that are available to them. Examples have included residents suppo rted to go on shopping trips and residents attending school con certs.

Residents & relatives meetings are usually held every six month s to provide opportunities for feedback from individuals and dis cussion around the vision plan of the home.

There were twelve formal complaints throughout the year with t he cases closed as the individuals were satisfied with the action s taken and responses provided. Learning lessons from these were discussed during staff meeting and within 1-1 supervision s where appropriate.

The home is working on ensuring that there are more frequent opportunities to have conversations on what matters to people.

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.

People are supported to maintain their ongoing health, development and overall wellbeing.

Interviews with people during RI Regulation 73 visits included

- Residents expressing appreciation for the care and support within the home
- Relatives stated that they are very pleased with how their loved ones were supported to settle into the home

Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents were satisfied with the range and frequency of the activities provided in the home and with the care and support that they receive. Some residents responded that they would like to be supported more to be independent and to learn new skills. Then staff highlighted during the survey that they felt that that residents receive Person-Centred Care and their colleagues treat residents with dignity, respect, kindness, and compassion. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.

Arrangements are in place for residents to be regularly reviewed by their GP and timely referrals are made by the home to medical professionals to support their health. Visiting Professionals were consulted through survey engagement with the feedback received very positive for all aspects of the service.

The home has implemented electronic medication records and is preparing for digital care planning to be rolled out. Anticipated that the systems will support staff to address any gaps in documentation, provide Management oversight of records and reducing duplication of work to allow staff to focus on delivering person centred care. Training, support and direction will be required for Staff so that they have a full grasp of all digital systems implemented and the home receives the full anticipated benefits release.

The home is exploring opportunities for residents to be supported to become more independent and to have input on the skills that they wish to develop.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Policies and procedures are in place in relation to Safeguarding with staff possessing a clear understanding of Safeguarding and their responsibilities to safeguard individuals. All job roles in the home require Safeguarding training with the majority of staff (93%) within date for their training. The Registered Nursing Home Manager possesses a strong understanding of Safeguarding and the reporting mechanisms around this.</p> <p>Timely referrals are submitted to both CIW and Safeguarding when there are concerns of abuse or serious injuries. None of the cases submitted to the Safeguarding team met the threshold for a Safeguarding strategy meeting with the authority satisfied with the actions and interventions take by the home.</p> <p>Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Residents stated that they feel safe and secure in their own home and staff know how to support them.</p> <p>Key performance indicators are reviewed by the Management team to explore training and development needs and to identify learning lessons. A review was undertaken of the themes and causes of the pressure ulcers and they were all identified as unpreventable during the root cause analysis with the homes findings supported by the Safeguarding team.</p> <p>A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Falls, Skin Integrity, Nutrition, Accidents & Incidents, Medication and Personal Plans. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.</p> <p>Staff should receive regular supervision in their role to help them reflect on their practice and to make sure their professional competence is maintained. This includes receiving feedback about their performance from individuals using the service. It was observed as part of the Quality of Care Review of the home that there were some gaps in compliance but following the implementation of a number of actions compliance has improved significantly. It continues to be a target for the home and the matrix is reviewed by the RI during Regulation 73 Visits.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>People's care and support is provided in an environment that promotes their personal outcomes. There are communal spaces available for residents, relatives and visitors socialise together or to have their own quiet time. There is a garden available for residents to enjoy which is well maintained by staff within the home.</p> <p>Surveys were conducted with Staff, Residents, Relatives, Visiting Professionals as part of the homes engagement with stakeholders. Majority of residents stated that they felt that these environment is clean and safe. Some residents responded that they are not always offered the opportunity to provide input for decisions about any changes to the environment where they live. Some staff feedback highlighted that they felt some improvements could be made to the environment and maintenance of the home. An improvement plan has been developed based on all of the feedback received with the RI reviewing this with the Registered Nursing Home Manager during Regulation 73 Visits.</p> <p>A Clinical Governance Programme is in place with peer to peer audits encompassing a wide array of areas including Infection Control, Facilities and Housekeeping. The recommendations from these audits are captured within a matrix and it is evidenced when they have been actioned. The RI discusses the outcome of audits and outstanding recommendations with the Registered Nursing Home Manager during Regulation 73 Visits.</p> <p>Internal audits/visits are conducted by Linc's Asset Management and Health & Safety team to identify potential H&S issues and to arrange repairs as and when required.</p> <p>The home is planning to involve residents in decisions about any changes to the environment.</p> <p>Management team and on site Facilities Staff are working with Asset Management, Health & Safety and external contractors to carry out planned improvements within the home which were delayed due to the Covid 19 pandemic.</p>

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)	77.90
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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	0
	Infection, prevention & control	1
	Manual Handling	0
	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.		
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	0
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
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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	1
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	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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	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	2
Infection, prevention & control	2
Manual Handling	0
Safeguarding	0
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	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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care 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	5
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	1
Health & Safety	3
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	1
Safeguarding	2
Medicine management	5
Dementia	2
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	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	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Senior Nursing Care Assistants operate on a two weekly rota - Monday, Thursday, Friday during one week and Tuesday, Wednesday, Saturday, Sunday during the other week</p> <p>During the day there is usually 1 SNCA During the night there is usually 1 SNCA</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>5</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>0</p>
<p>Registered nurses</p>	
<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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>	
<p>No. of staff in post</p>	<p>7</p>
<p>No. of posts vacant</p>	<p>1</p>
<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>	
<p>Induction</p>	<p>3</p>
<p>Health & Safety</p>	<p>3</p>
<p>Equality, Diversity & Human Rights</p>	<p>7</p>
<p>Infection, prevention & control</p>	<p>6</p>
<p>Manual Handling</p>	<p>2</p>
<p>Safeguarding</p>	<p>2</p>
<p>Medicine management</p>	<p>7</p>
<p>Dementia</p>	<p>2</p>
<p>Positive Behaviour Management</p>	<p>0</p>
<p>Food Hygiene</p>	<p>2</p>
<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Pressure Area Care - 2 Anaphylaxis - 2 Catherisation - 4 Venepuncture</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>7</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>0</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>0</p>

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)	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.	Registered Nurses operate on a two weekly rota - Monday, Thursday, Friday during one week and Monday, Tuesday, Saturday, Sunday during the other week There are on average two Nurses on shift during the day and two Nurses on shift during the night
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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	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	2
Equality, Diversity & Human Rights	6
Infection, prevention & control	5
Manual Handling	1
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	6
No. of part-time staff (17-34 hours per week)	0
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.	<p>Senior Carers operate on a two weekly rota - Monday, Thursday, Friday during one week and Tuesday, Wednesday Saturday, Sunday during the other week</p> <p>There are on average two Senior Carers on shift during the day and one Senior Carer on shift during the night</p>
<p>Staff Qualifications</p>	
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	0
<p>Other social care workers providing direct care</p>	
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	47
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	30
Health & Safety	32
Equality, Diversity & Human Rights	27
Infection, prevention & control	40
Manual Handling	27
Safeguarding	27
Medicine management	0
Dementia	26
Positive Behaviour Management	0
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	47
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8

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)	28
No. of part-time staff (17-34 hours per week)	15
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.	Care Staff operate on a two weekly rota - Monday, Thursday, Friday during one week and Tuesday, Wednesday Saturday, Sunday during the other week There are on average thirteen Care Staff on shift during the day and six Care Staff on shift during the night
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	40
No. of staff working towards the required/recommended qualification	7
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	8
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	3
Health & Safety	5
Equality, Diversity & Human Rights	4
Infection, prevention & control	5
Manual Handling	2
Safeguarding	3
Medicine management	0
Dementia	2
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	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	8
No. of staff working toward required/recommended qualification	0
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	7
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	6
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	3
Manual Handling	4
Safeguarding	4
Medicine management	0
Dementia	2
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	7
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)	0
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	7
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.	<p>Activities Co-ordinators - Organising and delivering appropriate activity programmes for residents and supporting them to achieve their Personal Outcomes</p> <p>Community Clerk - Coordinating and managing training compliance within the home</p> <p>Facilities Assistant - Day to day maintenance of the home. and liaising with Asset Management and Lin c contractors for any repairs required.</p> <p>Facilities Support - Maintaining garden and support with maintaining the cleanliness and tidiness of external areas</p> <p>Manual Handling and Equipment Coordinator - Facilitate manual handling training and competency assessments of staff and contribute to ensuring compliance with LOLER</p> <p>Nursing Home Co-ordinator - Managing the rota of Care Staff/Nurses and completing administrative tasks in relation to staff</p> <p>Nursing Home Administrator/Receptionist - Act as receptionist and completing administrative tasks in relation to residents</p>
Filled and vacant posts	
No. of staff in post	9
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	3
Health & Safety	3
Equality, Diversity & Human Rights	8
Infection, prevention & control	9
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	4

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	9
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	9
No. of staff working toward required/recommended qualification	0