#### 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:		Lougher Hor	me Care Ltd
The provider was registere	d on:	09/11/2018	
The following lists the provider conditions:	There are no imposed conditions associ	ciated to this p	provider
The regulated services delivered by this provider	Lougher Home Care Ltd		
were:	Service Type		Domiciliary Support Service
	Type of Care		None
	Approval Date		09/11/2018
	Responsible Individual(s)		Sadie Lougher
	Manager(s)		Martine Metcalf
	Partnership Area		Gwent
	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

Ongoing annual core training of medication admin, moving & han dling and First Aid (site based) backed by 13 online training modu les encompassing Food Hygiene, Safeguarding, DOLLS, Fire Saf ety, Health & Safety, Confidentiality, COSHH, Mental Capacity, Infection Control. Additional training requirements are met as needed or requested.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Ongoing facebook recruitment campaigns, engagement with We Care Wales Portal and attendance at Regional Partnership Board Recruitment events. Advertisements in local managazines and sponsorship of local and national charities.

Staff bonus payments for overtime shifts, sick pay payments in ad dition to standard SSP. Supporting childcare fees. Mental health s upport via a independant counselling service. Use of a company fl eet vehicle as needed. Paid remuneration for attending client fun erals.

#### Service Profile

#### Service Details

Name of Service	Lougher Home Care Ltd
Telephone Number	01633881177
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh where required.

## Service Provision

# People Supported

How many people in total did the service provide care and support to during the last financial year?	80

## Fees Charged

The minimum hourly rate payable during the last financial year?	10.06
The maximum hourly rate payable during the last financial year?	14.71

# Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Individual quarterly reviews - Ongoing Individual RI reviews - Individiaul customer satisfaction surveys 6 monthly.

# Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	ovision 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 <u>guidance</u> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	The initital needs assessment highlight goals and aspirations fo r client's well-being needs and opportunities are sought to work on a strenth-based approach for individuals.  General day to day feedback is always reviewed and where possible adopted and adapted to meet individual needs.  The bi-annual survey addresses any areas for improvement and suggestions are implemented where possible.
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.	Quarterly client reviews are carried out which seek to identify a ny change in need. Ongoing staff feedback regarding health an d wellbeing needs which are then fed back to relevant health ca re professionals to ensure that a partnership approach is adopt ed.
The extent to which people feel safe and protected from abuse and neglect.	Individuals are supported with relevant safeguarding profession als and are involved with safeguarding processes.

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)

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	56
No. of posts vacant	20

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	18
Health & Safety	18
Equality, Diversity & Human Rights	0
Manual Handling	18
Safeguarding	18
Dementia	18
Positive Behaviour Management	0
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA

# Contractual Arrangements

No. of permanent staff	56
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	
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	24
Staff Qualifications	
Stati Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	56
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	5
Deputy service manager	
Does your service structure include roles of this	Yes
type?	
Filled and vacant posts	
No. of staff in nost	1
No. of staff in post  No. of posts vacant  Training undertaken during the last financial year Set out the number of staff who undertook relevations are provided is only a sample of the training that may can be added to Please outline any additional training that may be added to Please outline any additional training training that may be added to Please outline any additional training traini	ant training. The list of training categories y have been undertaken. Any training not listed
No. of posts vacant  Training undertaken during the last financial yea  Set out the number of staff who undertook releva	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training training that may be added to 'Please outline any additional training tra	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training outlined above'.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transt not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional transformation outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care In
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transtruction Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1  1  1  1  COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1  1  1  1  COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe
Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that may can be added to 'Please outline any additional transt outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care Infection Control Medication Moving & Handling Safe guarding-POVA
Training undertaken during the last financial year Set out the number of staff who undertook relevations for the training that may can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safeguarding-POVA
Training undertaken during the last financial year Set out the number of staff who undertook relevations from the provided is only a sample of the training that many can be added to 'Please outline any additional trainity not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff	or for this role type.  ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA

	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	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
	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial yea	r for this role type.
Set out the number of staff who undertook relevations provided is only a sample of the training that make can be added to 'Please outline any additional training the description of outlined above'.	y have been undertaken. Any training not listed
provided is only a sample of the training that ma can be added to 'Please outline any additional tr	y have been undertaken. Any training not listed
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1
provided is only a sample of the training that ma can be added to 'Please outline any additional training that material training and the same outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1
provided is only a sample of the training that ma can be added to 'Please outline any additional training that ma can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training that may can be added to 'Please outline any additional training	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1
provided is only a sample of the training that ma can be added to 'Please outline any additional training that ma can be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training that may be added to 'Please outline any additional training traini	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1 0
provided is only a sample of the training that ma can be added to 'Please outline any additional training that ma can be added to 'Please outline any additional training outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe
provided is only a sample of the training that ma can be added to 'Please outline any additional training outlined above'.  Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA
provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA
provided is only a sample of the training that ma can be added to 'Please outline any additional training that ma can be added to 'Please outline any additional training outlined above'.  Induction  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Contractual Arrangements  No. of permanent staff  No. of Fixed term contracted staff	y have been undertaken. Any training not listed aining undertaken pertinent for this role which is  1 1 1 1 1 1 COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygeine H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA

Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
	Tv.
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spestated, the information added should be the posterior.  Filled and vacant posts	sition as of the 31st March of the last financial year.
No. of staff in past	5
No. of staff in post No. of posts vacant	0
not outlined above'.	5
	5
Health & Safety	
Equality, Diversity & Human Rights	5
Manual Handling	
Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEMINTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib Fire Safety First Aid Food Hygeine H & S in Care I fection Control Medication Moving & Handling Safe guarding-POVA
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	5
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	5

No. of part-time staff (17-34 hours per week)  No. of part-time staff (16 hours or under per week)  Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of staff in post  No. of posts vacant  45  No. of posts vacant  20  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 li can be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  45  Equality, Diversity & Human Rights  Manual Handling  36  Safeguarding  47  Dementia  48  Positive Behaviour Management  0  COMMUNICATION CONTINENCE CONVEINTENCE CONVEIN	
Staff Qualifications  No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker worker worker worker worker worker sproviding direct care  Other social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of staff in post  No. of posts vacant  20  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 lic can be added to 'Please outline any additional training undertaken pertinent for this role with not outlined above'.  Induction  45  Health & Safety  45  Equality, Diversity & Human Rights  Manual Handling  36  Safeguarding  47  Dementia  48  Positive Behaviour Management  O  COMMUNICATION CONTINENCE CONVEL NITA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H& S Fire Safety First Aid Food Hygeine H& S Fire Safety First Aid Food Hygeine H& S	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of staff in post  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 lican be added to 'Please outline any additional training undertaken pertinent for this role windoutlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  45  Positive Behaviour Management  O  COMMUNICATION CONTINENCE CONVEI MTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety Fire Safe	
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role whot outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Asseguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NITA ORAL CARE CONMUNICATION CONTINENCE CONVEL NITA ORAL CARE Confidentiality COSHH Mental Capacity Dires Safety First Aid Food Hygeine H & S	
be registered with Social Care Wales as a social care worker  No. of staff working towards the required/recommended qualification  Other social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role whot outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Asseguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NITA ORAL CARE CONMUNICATION CONTINENCE CONVEL NITA ORAL CARE Confidentiality COSHH Mental Capacity Dires Safety First Aid Food Hygeine H & S	
Cher social care workers providing direct care  Does your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lic can be added to "Please outline any additional training undertaken pertinent for this role who to utilined above'.  Induction  45  Equality, Diversity & Human Rights  45  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H & S	
Obes your service structure include roles of this type?  Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  45  Positive Behaviour Management  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEITE NEW ACTION CONTINENCE CONVEITE ACTION CO	
Other types of staff  Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of staff in post  Ves  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  45  Manual Handling  45  Positive Behaviour Management  Please outline any additional training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Communication of the training undertaken pertinent to this role which is not outlined above.  Fire Safety First Aid Food Hygeine H & S	
Does your service structure include any additional role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who to outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Asfeguarding  Dementia  Positive Behaviour Management  O  Care Worker - Personal Care, medication meal prep.  45  45  45  45  45  46  47  47  48  48  49  49  49  49  40  40  40  41  45  45  45  45  45  45  45  46  47  48  49  49  40  40  40  40  41  45  45  45  45  45  45  45  45  45	
role types other than those already listed?  List the role title(s) and a brief description of the role responsibilities.  Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 li can be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  Manual Handling  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEINTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H & S	
Filled and vacant posts  No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  45  Equality, Diversity & Human Rights  45  Manual Handling  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H & S	
No. of staff in post  No. of posts vacant  20  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 lican be added to 'Please outline any additional training undertaken pertinent for this role whot outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  45  Manual Handling  45  Safeguarding  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NITA ORAL CARE Confidentiality COSHH Mental Capacity Derive Safety First Aid Food Hygeine H & S	admin -
No. of posts vacant  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  45  Manual Handling  45  Safeguarding  Dementia  45  Positive Behaviour Management  Food Hygiene  45  COMMUNICATION CONTINENCE CONVEINTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H & S	
No. of posts vacant  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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  Equality, Diversity & Human Rights  45  Manual Handling  45  Safeguarding  Dementia  45  Positive Behaviour Management  Food Hygiene  45  COMMUNICATION CONTINENCE CONVEINTIA ORAL CARE Confidentiality COSHH Mental Capacity D Fire Safety First Aid Food Hygeine H & S	
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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  45  Equality, Diversity & Human Rights  45  Manual Handling  45  Safeguarding  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEL NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dirice Safety First Aid Food Hygeine H & S	
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 lican be added to 'Please outline any additional training undertaken pertinent for this role who not outlined above'.  Induction  45  Health & Safety  45  Equality, Diversity & Human Rights  45  Manual Handling  45  Dementia  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIAL ORAL CARE Confidentiality COSHH Mental Capacity Defire Safety First Aid Food Hygeine H & Safety	
Equality, Diversity & Human Rights  Manual Handling  45  Safeguarding  Dementia  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Desire Safety First Aid Food Hygeine H & S	
Equality, Diversity & Human Rights  Manual Handling  45  Safeguarding  Dementia  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Desire Safety First Aid Food Hygeine H & S	
Manual Handling  45  Safeguarding  Dementia  45  Positive Behaviour Management  Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Desire Safety First Aid Food Hygeine H & S	
Dementia 45  Positive Behaviour Management 0  Food Hygiene 45  Please outline any additional training undertaken pertinent to this role which is not outlined above. COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Desire Safety First Aid Food Hygeine H & S	
Positive Behaviour Management  Food Hygiene  45  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVEINTIA ORAL CARE Confidentiality COSHH Mental Capacity Differe Safety First Aid Food Hygeine H & S	
Food Hygiene  Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Desire Safety First Aid Food Hygeine H & S	
Please outline any additional training undertaken pertinent to this role which is not outlined above.  COMMUNICATION CONTINENCE CONVENTIA ORAL CARE Confidentiality COSHH Mental Capacity Define Safety First Aid Food Hygeine H & S	
pertinent to this role which is not outlined above.  NTIA ORAL CARE Confidentiality COSHH Mental Capacity Description of the properties of the properties of the confidence of the properties of	
fection Control Medication Moving & Hand guarding-POVA	ep of Lib in Care I
Contractual Arrangements	
No. of permanent staff 45	
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) 45 staff	
Outline below the number of permanent and fixed term contact staff by hours worked per we	ek.
No. of full-time staff (35 hours or more per week) 4	

No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	18
Staff Qualifications	
No. of staff who have the required qualification	41
No. of staff working toward required/recommended qualification	4