

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:	Mental Health Care (St David's) Ltd	
The provider was registered on:	03/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glyn Rhosyn	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	03/07/2019
	Responsible Individual(s)	Gemma O'Malley
	Manager(s)	Jessica Edwards
	Maximum number of places	16
	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	There are service level and provider level arrangements in place to monitor the frequency and availability of training and development opportunities, this is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. Ongoing professional development is also incorporated into staff supervisions, appraisals and staff meetings, where needs are identified and plans are put into place to ensure training provision is made available.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have introduced new HR software during the year in relation to personnel records and recruitment/selection processes. Recruitment and retention are discussed at a service level and provider level to review and plan strategies to ensure adequate resources are available. This is through Responsible Individual Visits, Care Governance, Senior Management Team Meetings as well as MHC Board Meetings. All of these forums regularly review key staffing and resource data to inform decision making.

Service Profile

Service Details

Name of Service	Glyn Rhosyn
Telephone Number	01352719359
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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Fees Charged

The minimum weekly fee payable during the last financial year?	2250.00
The maximum weekly fee payable during the last financial year?	6198.19

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	6
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Personal Planning, Keyworker Meetings, Resident Surveys, Stakeholder Surveys, Resident Meetings, Activity Planning, Review Meetings, Responsible Individual Visits, Complaints, Compliments, Interview Processes, Daily Records, MHC Newsletter, Social Media, Environment Choices.

Service Environment

How many bedrooms at the service are single rooms?	16
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	16
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	Nursing Service; garden area, patio, picnic benches, covered seating, shed, plants Flat; garden area, patio, seating, raised beds, plants Villas; each house has it's own garden, patio, covered seating, plants
Provide details of any other facilities to which the residents have access	Activity Pod

Communicating with people who use the service

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

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Easy Read

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.

Morning meeting is held every day and attendance is encouraged. During this meeting, residents have an opportunity to request activities that are not on their planner, and they can raise any concerns. Management attend this meeting in order to allow the residents to book time with them during the day if required. Every resident is involved in devising a person centred weekly planner, which is supported by their care team and activity coordinator.

Resident meetings are conducted monthly and each resident is actively encouraged to participate their wants, needs and concerns. The meeting is documented in an easy read format and placed in resident areas.

Three monthly Progress Review Meetings take place with external teams, to review plans in place, progress, outcomes, and goals for the future. Residents are at the forefront of these meetings. Externals are being encouraged to attend in person to visit the service.

Monthly Progress reviews have been implemented for the residents. A review promotes a discussion with the team at Glyn Rhosyn and the resident about support plans, goals, 1-1 sessions held, the residents worries and ideas they wish to share to improve their experience at Glyn Rhosyn.

Residents are involved in the selection and appointment of new staff, participating in the interview process. They provide feedback about the individual being interviewed, the interaction and the answers to any questions they had prepared.

New activities, experiences, and work experience provide opportunities for residents to engage in a range of activities that support their overall well-being. Using SMART, we link the residents own personal goal and targets with their plan.

People have access to support from an independent Advocacy organisation, 'North Wales Advice and Advocacy Association. Advocates will meet on an individual basis and be involved in regular reviews if people request their support.

The Complaints Procedure is made available in a range of accessible formats. Relevant telephone numbers and addresses are available and are easily accessible within the home.

Residents provide feedback through regular forums, review meetings as well as feedback surveys. Residents access the community on a daily basis and regular visits to friends and family are supported.

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

We have established links with the Holywell Community Hospital which residents access for a variety of reasons; Dentist, Psychiatry, Blood Tests, Minor Injuries. Residents also access Age Concern or Absolute Footcare for chiropody.

We regularly meet with resident's social worker/care coordinators to review the individual's needs including any health needs.

Weekly Wellman checks are completed for all residents, which record their vital observations. Staff monitor for any significant changes or concerns and action as appropriate. Residents who reside on the Nursing service have their MUST completed monthly by Nursing Staff.

Some residents have Epilepsy support plans in place. Residents with epilepsy and have experienced seizure activity will have regular review via the Walton Centre and Nursing Staff are in contact for professional guidance, should presentation or support needs change.

Residents have access to the Annual Health Check. There are also Health Action Plans in place to ensure the ongoing support and monitoring of Physical Health needs.

The Resident Survey results 2022 headed some positive results. Residents felt listened to and stated that staff are polite and friendly. The residents overall felt that they were able to talk to the staff if they felt upset or worried.

Education Group takes place to raise awareness and develop the residents skills in supporting their own physical and mental wellbeing.

Residents take part in Shop and Cook. This is promoting the person's independence, helping with money recognition, teaching new skills with regards to budgeting and the cost of living and helping to have more knowledge and insight of healthy living, including preparing and cooking more independently.

The Cook consults with residents for Menu planning, to gather feedback about their choices and preferences whilst ensuring nutrition and diet needs are met. The Villa's plan a weekly menu with flexibility for individuals preparing their own food, the individuals regularly go shopping go collect their items required for the week. This supports the development of independence skills.

New activities, experiences, and work experience provide opportunities for people to engage in a range of activities that support their overall well-being.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have monthly PCP meetings where residents are able to discuss any issues or thoughts they have. The Registered Manager regularly meets and speak with residents. Residents are encouraged to raise a Concern or Complaint where they are not satisfied with the service they receive.</p> <p>Residents may be subject to Deprivation of Liberty Safeguards. Residents are also subject to other legal frameworks; Conditional Discharge, Licence. Easy reads have been developed for the residents and what this means for staff.</p> <p>The residents are supported by staff 24 hours a day, which comprises of support workers, nurses, and team leaders. There are regular agency used within the service whilst the service recruits new staff.</p> <p>Policies are in place, and these are reviewed, updated, and reissued to staff to ensure they are aware of all updates regarding Health & Safety, Whistleblowing, Safeguarding, etc. All staff receive training in Safeguarding.</p> <p>People living in the service have access to Advocacy Services and can call upon these services whenever they choose.</p> <p>Glyn Rhosyn have a Speak Up Guardian, and Responsible Individual who's contact details can be found on display in service for both residents and staff use.</p> <p>MHC have a robust recruitment process that ensures all new employees are vetted appropriately prior to commencing employment with us. These background checks consist of two written employment references and an application is made to the Disclosure and Barring Service to ensure all employees are considered safe to work in the care sector.</p> <p>All residents are familiar with the RI who visits the home on a regular basis and have the contact details of this person and know that she would be available to access at any time, should they require her support.</p> <p>Staff are aware and encouraged to speak openly and honestly about any concerns they have. In addition, staff supervisions provide another more formal opportunity to discuss concerns. During staff meetings, Safeguarding and lessons learnt are also discussed.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Glyn Rhosyn is located on the edge of the community which is supportive of active community participation. The local area provides access to public transport links, shops, banking, walking, cultural or places of worship, and other amenities. The residents are often in the community supporting the area with the activities of preference. There are good links with the local community.</p> <p>Residents attend a morning meeting to plan their day and state what they would like to do/where they would like to go for the day, as well as being offered the opportunity to raise any concerns.</p> <p>Residents have outcome setting within their personal plans, these are regularly monitored, reviewed and updated. We celebrate achievements with individuals, friends, family and their professional teams.</p> <p>There are facilities available at the service, which residents regularly access to develop their independence skills; ADL kitchen, Activities Hub, Computer and Gardening Skills.</p> <p>All individuals have a pre-admission assessment, reviewing their existing personal plans and identified needs. This ensures that Glyn Rhosyn can provide a placement in accordance with people's needs, wishes and in-keeping with their outcomes.</p> <p>The Nursing service is provided over ground-floor accommodation. It has communal spaces, as well as access to the 'Activity Hub'. This area of the building provides a locked door with a locked garden. The Villa houses both have stairs to access bedroom accommodation. The houses each have their own garden and a shared front garden.</p> <p>Each individual has regular reviews with their social worker, which includes a review of the placement and it's suitability to meet the needs of the individual.</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) 47

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>		
<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	1
	Infection, prevention & control	0
	Manual Handling	0
	Safeguarding	1
	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.	Mental Health Awareness Learning Disability Awareness DoLS & MCA Foundations for Safer Care Autism Awareness Communication RISCA Training
<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
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	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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	1
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management of Actual or Potential Aggression - 2 Autism Awareness - 2 Epilepsy & Midazolam Training - 1 Learning Disability Awareness - 2 Mental Health Awareness - 2 DoLS & MCA - 2 First Aid - 2
Contractual Arrangements	
No. of permanent staff	2

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

No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	1
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health Awareness - 2 Learning Disability - 2 Epilepsy - 2 Diabetes - 2 DoLS & MCA - 2 FFSC - 2

Contractual Arrangements	
No. of permanent staff	2
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	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	3 on 3 off shift pattern or Mon, Tues, Sat, Sun & Tues, Weds, Thurs 12 hour shifts, Days & Nights
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	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	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	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.	3 on 3 off or Mon/Tue/Sat/Sun + Tue/Wed/Thur
<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	2
<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	33
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	24
Health & Safety	33
Equality, Diversity & Human Rights	33
Infection, prevention & control	33
Manual Handling	33
Safeguarding	33
Medicine management	30
Dementia	0
Positive Behaviour Management	33
Food Hygiene	33
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	

No. of permanent staff	33
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
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)	30
No. of part-time staff (17-34 hours per week)	3
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.	3 on 3 off or Mon/Tue/Sat/Sun + Tue/Wed/Thur
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	16
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	1
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	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	0
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	0
No. of staff working toward required/recommended qualification	1
Catering staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
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
<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	1
No. of staff working toward required/recommended qualification	1
<p>Other types of staff</p>	
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>Service Coordinator - administration support to the service responsible for reception, meeting minutes, finance management, recruitment, training, KPI's, supporting the Service and Deputy Manager.</p> <p>Activity Coordinator - responsible for the delivery of activities programme inside the service, as well as promoting and supporting community facing activities, to be a part of the Multi-Disciplinary Team, to provide direct support and assessments where required.</p> <p>Maintenance Person - responsible for all maintenance, repair and environmental improvements. Working alongside residents to maintain the upkeep of the service, promoting choice and inclusion. Supporting the Service Manager with Health & Safety.</p>
<p>Filled and vacant posts</p>	
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	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
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
<div style="border: 1px solid green; padding: 5px;">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)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0