

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:	Monmouthshire County Council Adults and Children's Services
The provider was registered on:	01/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Budden Crescent Respite Care Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	01/02/2019
Responsible Individual(s)	
Manager(s)	Karen Meade
Maximum number of places	3
Service Conditions	There are no conditions associated to this service
Mbnmouthshire Home Care services	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/02/2019
Responsible Individual(s)	Colin Richings
Manager(s)	June Gane
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Mardy Park Resource Centre	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/02/2019
Responsible Individual(s)	Colin Richings
Manager(s)	Sian Gardner
Maximum number of places	8
Service Conditions	There are no conditions associated to this service
Severn View Residential Home	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	25/02/2019
Responsible Individual(s)	Colin Richings
Manager(s)	Sian Gardner
Maximum number of places	32
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	We benefit, as an organisation, from a dedicated Workforce Development Team who support and advise all members of our team with all elements of training and personal development. Each Lead through a system of supervision, appraisal and team meetings works with each member of the team to ensure that their core training requirements remain up to date but also that we look at personal growth and development. This includes career development.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> <li>- weekly recruitment meeting with workforce development team.</li> <li>- recruitment/pop-up campaigns in local areas including banners across the county.</li> <li>- the use of social media to advertise various roles across the services i.e., Facebook and Twitter.</li> <li>- the use of Indeed platform to reach the wider market.</li> <li>- revised role profiles across the teams.</li> <li>- 5 days induction program delivered by workforce development team for new starters which focuses on core training.</li> </ul>

Service Profile

Service Details

Name of Service	Budden Crescent Respite Care Home
Telephone Number	01291425121
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 - the service has been temporarily closed since March 20 20 and therefore has been non-operational

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	100
The maximum weekly fee payable during the last financial year?	100

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	None - the service has been temporarily closed since March 2020 and therefore has been non-operational

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Access to garden areas
Provide details of any other facilities to which the residents have access	None

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.	None - the service has been temporarily closed since March 20 20 and therefore has been non-operational
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.	None - the service has been temporarily closed since March 20 20 and therefore has been non-operational
The extent to which people feel safe and protected from abuse and neglect.	None - the service has been temporarily closed since March 20 20 and therefore has been non-operational
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	None - the service has been temporarily closed since March 20 20 and therefore has been non-operational

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)	5.12
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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
<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	0
Infection, prevention & control	1
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.	None
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Nursing care staff	

Does your service structure include roles of this type?	No
Registered nurses	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	10
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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	4
Safeguarding	6
Medicine management	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety data protection
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	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.	7.30-3.30 (1) 3.00- 11.00 (1) 10.30-8.00 (1)
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Admin Assistant : undertakes all admin and clerical duties required in the operation of the service
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	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety Data protection
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

#### Service Profile

##### Service Details

Name of Service	Mardy Park Resource Centre
Telephone Number	01873853706
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have welsh speakers employed within the service

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	75
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	725

##### Complaints

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



What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monmouthshire County Council has a 3 stage complaints procedure.</p> <p>Stage 1 – Local resolution  Stage 2 – Formal Consideration  Stage 3 – Independent Panel Review</p> <p>In addition we have an extensive quality assurance process that is overseen by the Responsible Individual and the Performance and Improvement Lead. This includes talking with people using our services informally but also formally through reviews and interviews as part of the Reg 73 visits.</p> <p>We also utilise information from the Community Care Questionnaire and send out our own questionnaires periodically. As an open and transparent organisation, we aim to have an on-going dialogue with all those people using our services.</p>
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#### Service Environment

How many bedrooms at the service are single rooms?	8
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	7
How many bathrooms have assisted bathing facilities?	7
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There are extensive grounds at Mardy Park with many parts of it now made accessible to all those that visit, live and work at the centre. Within the grounds, there are many activities including groups that support horticulture and woodwork. There are currently plans in place to develop an outdoor covered area which, again will be fully accessible. Each bedroom also has its own patio door with direct access to a small patio area and then access to all spaces at the site.
Provide details of any other facilities to which the residents have access	As described above but also day services and other community groups run from the site as well as nursing and clinic areas and if the need arose, the person being supported could access these.

#### 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.

o The entire process from commencement of care to review is centred on ensuring that all care and support is directed by the person. In summary:

- Conversations are held between the person identified as needing support and the local authority health and social care integrated team.
- A 'get to know you' / home assessment visit with the person supported is planned prior to care commencing with the care manager and care provider.
- Care and support plans are updated continuously during the first 7 days, and ongoing as knowledge of the person's situation is gathered or needs change. This includes the gathering of personal outcomes, any risks identified and further relevant information to aid the delivery of the person-centred care.
- The care and support plan is updated by the care manager / Senior member of staff using an integrated case management system.
- On-going reviews are conducted with the person supported (families if applicable) and, including key workers on a weekly basis or as and when required. These include discussions around the views of individuals, how the person feels they are being supported, how the service can be improved (service evaluation), to identify any new / achieved outcomes, medication checks, risk assessment updates, paperwork updates around daily records, care and support plan, client visit lists.
- Weekly multi-disciplinary team meetings and monthly team meetings are held to share information with integrated health and social care partners, to plan how support can be individualised to promote social, emotional and physical well-being and how we will support the person to achieve their personal outcomes.
- Outside of the care management process we have a complaints and compliments process which is actively promoted and is clearly communicated at the commencement of service.
- We have a clear approach based on continuous improvement where only through honest feedback from the people who use our services can we be the individualised service that we aspire to be.
- All of our involvements with people start with establishing relationships based on having a 'a listen to understand' conversation with them to understand 'what matters' and to establish the personal outcomes that the person wants to achieve. Overall, our role is to support people to live their own lives and to support them to achieve the highest quality of life.
- Everyone is allocated a key worker; responsible for developing a person centred relationship

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.

- The role of the team, training and organisational approach has as a specific focus on giving equal importance to the social and emotional well-being of the person, alongside their physical well-being. We fully recognised that to live well we must provide a holistic approach to all our involvements that takes account of all of the person's needs. This includes ensuring our approach at all times supports the identity of the person.
- In order to meet the individual's need we use an integrated approach to delivering care which involves working closely with others who are involved in the care planning. We work closely with care managers, district nurses, occupational therapist, physios and other lead workers from integrated services, older mental health team and health. We are also involved in the community conversations meetings which uses a placed based approach to have conversations around people in the community. This approach recognises that we all need to work together across agencies to wrap support around the person; ensuring our approach is co-ordinated and that we work innovatively in support of the best outcomes.
- We contribute to the development of the care and support plan and risk assessment which are stored on our integrated case management system to ensure people's needs are met safely. This plan includes specific details such as: biography (a brief account of person's past life, hobbies, and interests), background (includes medical history, diagnosis, symptoms, etc.) along with detailed care and support needs. The care and support staff would have conversations with the person and if any personal outcomes are identified these are recorded on the care and support plan.
- We support people with arranging and attending GPs and other medical and non-routine appointment (i.e. hairdressers). We also encourage families to be involved in the care and support we provide and we also provide support to families and informal carers if needed.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>o As a local authority we have a dedicated safeguarding team that oversees and supports a robust and open approach to ensuring safeguarding is prioritised across all service areas. There is a clear training pathway for all staff at all levels that reflects their role and responsibilities with regard to safeguarding. This is provided via our workforce development team with dedicated resources to ensure the availability of training. Furthermore, this is central to the induction for all staff and dedicated training sessions are provided as part of the two week induction training period. We look for a low threshold when it comes to reporting concerns and will always complete a duty to report form when any concerns are raised. We ensure that the issue of safeguarding remains live by ensuring it is discussed in team meetings and in 1:1s / Appraisals.</p> <p>o A relationship based approach to services underpinned by a key worker system ensures that we know the people we support well, and can highlight changes in behaviour, mood etc that may be as a result of safeguarding issues.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>o Mardy Park is an 8 bedded wing with ensuite facilities. Four of the rooms have shared kitchens to support rehabilitation and promote independence. All rooms have direct access to a personal patio area. The wing incorporates fully accessible bathroom facilities along with shared lounge and dining areas. The wing is part of a much larger building that sits in beautiful accessible grounds. Residents are able to participate in the wider activities programme that goes on within the building.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>14</p>

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.

<p>Staff Type</p>	<p>Service Manager</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>1</p>
	<p>No. of posts vacant</p>	<p>0</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>	

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
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.	Emergency Aid Mental Capacity Act and Deprivation of Liberty Safeguard Fire Safety
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	0

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

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

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	2
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.	Emergency Aid 2 Mental Capacity Act 1 Control of Substance Hazardous to Health 1 Fire Safety 1 Coronavirus Awareness 1

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	1
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)	3
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

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

#### Nursing care staff

Does your service structure include roles of this type?	No
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#### Registered nurses

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

Does your service structure include roles of this type?	No
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Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	4
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Aid 3 Control of substance hazardous to Health 1 Fire safety 3 Mental Capacity Act 1 Sepsis 1 GDPR 1 Skin Integrity 1
<p>Contractual Arrangements</p>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	1
<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.	Mardy Park care service operates with a 3 weeks rolling rota with 4 days on and 4 days off.
<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	4
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	5
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	2
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.	N/A
Contractual Arrangements	
No. of permanent staff	4
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
<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)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
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.	Facilities Officer



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	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

#### Service Profile

#### Service Details

Name of Service	Monmouthshire Home Care services
Telephone Number	01291638921

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have welsh translation services within the council.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	600
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	0.00
The maximum hourly rate payable during the last financial year?	725.00

##### 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	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monmouthshire County Council has a 3 stage complaints procedure.</p> <p>Stage 1 – Local resolution  Stage 2 – Formal Consideration  Stage 3 – Independent Panel Review</p> <p>In addition we have an extensive quality assurance process that is overseen by the Responsible Individual and the Performance and Improvement Lead. This includes talking with people using our services informally but also formally through reviews and interviews as part of the Reg 73 visits.</p> <p>We also utilise information from the Community Care Questionnaire and send out our own questionnaires periodically. As an open and transparent organisation, we aim to have an on-going dialogue with all those people using our services.</p>

##### 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.

o The entire process from commencement of care to review is centred on ensuring that all care and support is directed by the person. In summary:

Conversations are held between the person identified as needing support and the local authority health and social care integrated team.

A 'get to know you' visit with the person supported is planned prior to care commencing with the care manager and care provider.

Care and support plans are updated continuously during the first 7 days, and ongoing as knowledge of the person's situation is gathered or needs change. This includes the gathering of personal outcomes, any risks identified and further relevant information to aid the delivery of the person-centred care.

The care and support plan is updated by the care manager / provider using an integrated case management system.

On-going reviews are conducted with the person supported (families if applicable) and care providers, including key workers on a three monthly basis or as and when required. These include discussions around the views of individuals, how the person feels they are being supported, how the service can be improved (service evaluation), to identify any new / achieved outcomes, medication checks, risk assessment updates, paperwork updates around daily records, care and support plan, client visit lists.

Weekly multi-disciplinary team meetings and monthly team cluster meetings are held to share information around service delivery with integrated health and social care partners, to plan how support can be individualised to promote social, emotional and physical well-being and how we will support the person to achieve their personal outcomes.

Outside of the care management process we have a complaints and compliments process which is actively promoted and is clearly communicated at the commencement of service.

We have a clear approach based on continuous improvement where only through honest feedback from the people who use our services can we be the individualised service that we aspire to be.

All of our involvements with people start with establishing relationships based on having a 'a listen to understand' conversation with them to understand 'what matters' and to establish the personal outcomes that the person wants to achieve. Overall, our role is to support people to live their own lives.

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.

- The role of the team, training and organisational approach has as a specific focus on giving equal importance to the social and emotional well-being of the person, alongside their physical well-being. We fully recognised that to live well we must provide a holistic approach to all our involvements that takes account of all of the person's needs. This includes ensuring our approach at all times supports the identity of the person.
- In order to meet the individual's need we use an integrated approach to delivering care which involves working closely with others who are involved in the care planning. We work closely with care managers, district nurses, occupational therapist, physio and other lead workers from integrated services, older mental health team and health. We are also involved in the community conversations meetings which uses a placed based approach to have conversations around people in the community. This approach recognises that we all need to work together across agencies to wrap support around the person; ensuring our approach is co-ordinated and that we work innovatively in support of the best outcomes.
- We contribute to the development of the care and support plan and risk assessment which are stored on our integrated case management system to ensure people's needs are met safely. This plan includes specific details such as: biography (a brief account of person's past life, hobbies, and interests), background (includes medical history, diagnosis, symptoms, etc.) along with detailed care and support needs. The care and support staff would have conversations with the person and if any personal outcomes are identified these are recorded on the care and support plan.
- We support people with arranging and attending GPs and other medical and non-routine appointment (i.e. hairdressers). We also encourage families to be involved in the care and support we provide and we also provide support to families and informal carers if needed.

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

- o As a local authority we have a dedicated safeguarding team that oversees and supports a robust and open approach to ensuring safeguarding is prioritised across all service areas. There is a clear training pathway for all staff at all levels that reflects their role and responsibilities with regard to safeguarding. This is provided via our workforce development team with dedicated resources to ensure the availability of training. Furthermore, this is central to the induction for all staff and dedicated training sessions are provided as part of the two week induction training period. We look for a low threshold when it comes to reporting concerns and will always complete a duty to report form when any concerns are raised. We ensure that the issue of safeguarding remains live by ensuring it is discussed in team meetings and in 1:1s / Appraisals.
- o A relationship based approach to services underpinned by a key worker system ensures that we know the people we support well, and can highlight changes in behaviour, mood etc that may be as a result of safeguarding issues.

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)	106
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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	
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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	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	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.	Anti-Bribery Act Emergency First Aid 3 days Excel Care of Medicine Mental Capacity Act
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<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	5
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	0
Manual Handling	5
Safeguarding	1
Dementia	1
Positive Behaviour Management	2
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anti-Bribery Act 2 Care of medicine 2 Diabetes 2 Emergency First Aid 3 Infection control 1 Mental capacity act 1
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	2
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)	2
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	4
No. of staff working towards the required/recommended qualification	1
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	20
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	12
Equality, Diversity & Human Rights	0
Manual Handling	16
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention & control 4 Emergency Aid 7 Care of medicine 17

#### Contractual Arrangements

No. of permanent staff	20
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)	16
No. of part-time staff (17-34 hours per week)	4
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	20
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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

Filled and vacant posts	
No. of staff in post	150
No. of posts vacant	12
<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	25
Health & Safety	55
Equality, Diversity & Human Rights	0
Manual Handling	93
Safeguarding	54
Dementia	34
Positive Behaviour Management	1
Food Hygiene	97
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control 28 Emergency Aid 51 Care of medicine 93
Contractual Arrangements	
No. of permanent staff	119
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	31
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)	85
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	101
No. of staff working towards the required/recommended qualification	18
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

#### Service Profile

#### Service Details



Name of Service	Severn View Residential Home
Telephone Number	01291638921
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Provision of welsh translation services.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	65
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##### Fees Charged

The minimum weekly fee payable during the last financial year?	0.00
The maximum weekly fee payable during the last financial year?	725.00

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Monmouthshire County Council has a 3 stage complaints procedure.</p> <p>Stage 1 – Local resolution  Stage 2 – Formal Consideration  Stage 3 – Independent Panel Review</p> <p>In addition we have an extensive quality assurance process that is overseen by the Responsible Individual and the Performance and Improvement Lead. This includes talking with people using our services informally but also formally through reviews and interviews as part of the Reg 73 visits.</p> <p>We also utilise information from the Community Care Questionnaire and send out our own questionnaires periodically. As an open and transparent organisation, we aim to have an on-going dialogue with all those people using our services.</p>

##### Service Environment

How many bedrooms at the service are single rooms?	32
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	4
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	The residents have access to secure and enclosed gardens to the front of the building. In addition the ground floor wings have their own patio areas that are also secure and enclosed.

Provide details of any other facilities to which the residents have access

We have internet which enables residents to use Ipads, and listen to music. Residents also use Ipads and laptops to facetime or Teams relatives and friends. Residents have daily newspapers delivered if they wish. We have been fortunate enough to have 2 "magic Tables" donated which provide interactive games for residents of all abilities. We have use of our own vehicles to support resident visits and outings. This also supports attendance at appointments.

#### Communicating with people who use the service

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

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

#### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

- The entire process from commencement of care to review is centred on ensuring that all care and support is directed by the person.
- Conversations are held between the person identified as needing support and the local authority health and social care integrated team.
- A 'get to know you' / home assessment visit with the person supported is planned prior to care commencing with a senior member of the team. We also encourage people to visit the home and spend time inc overnight before making the choice as to whether this is the right home for them.
- Care and support plans are updated continuously during the first 7 days, and ongoing as knowledge of the person's situation is gathered or needs change. This includes the gathering of personal outcomes, any risks identified and further relevant information to aid the delivery of the person-centred care.
- The care and support plan is updated by the Key worker / Senior member of staff using an integrated case management system.
- On-going reviews are conducted with the person supported ( families if applicable) and, including key workers on a 12 weekly basis or sooner in the first few weeks of a stay with. This may be more frequent if required. These include discussions around the views of individuals, how the person feels they are being supported, how the service can be improved (service evaluation), to identify any new / achieved outcomes, medication checks, risk assessment updates, paperwork updates around daily records, care and support plan etc...
- Six weekly wing meeting are held to share information between the team and relevant information will always be shared with our integrated health and social care partners, to plan how support can be individualised to promote social, emotional and physical well-being and how we will support the person to achieve their personal outcomes.
- Outside of the care management process we have a complaints and compliments process which is actively promoted and is clearly communicated at the commencement of service.
- We have a clear approach based on continuous improvement where only through honest feedback from the people who use our services can we be the individualised service that we aspire to be.
- Our approach is about establishing relationships based on having a 'a listen to understand' conversation to understand 'what matters' and to establish the personal outcomes that the person wants to achieve. Overall, our role is to support people to live their own life

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<ul style="list-style-type: none"> <li>□ The role of the team, training and organisational approach has as a specific focus on giving equal importance to the social and emotional well-being of the person, alongside their physical well-being. We fully recognised that to live well we must provide a holistic approach to all our involvements that takes account of all of the person's needs. This includes ensuring our approach at all times supports the identity of the person.</li> <li>□ In order to meet the individual's need we use an integrated approach to delivering care which involves working closely with others who are involved in the care planning. We work closely with care managers, district nurses, occupational therapist, physios and other lead workers from integrated services, older mental health team and health. We are also involved in the community conversations meetings which uses a placed based approach to have conversations around people in the community. This approach recognises that we all need to work together across agencies to wrap support around the person; ensuring our approach is co-ordinated and that we work innovatively in support of the best outcomes.</li> <li>□ We co-produce very detailed personal support plans that include comprehensive biographies with the aim of really understanding the heart and identity of the person. The approach sets out the things, activities, people etc that will help to bring the person a sense of comfort, occupation, attachment, inclusion and identity.nn</li> <li>□ We support people with arranging and attending GPs and other medical and non-routine appointment (i.e. hairdressers). We actively encourage families to be involved in the life of the home and to participate as much as they feel able to. Regular family meetings and invites to the activities and concerts that take place in the home also support family involvement.</li> <li>□ We have internet which enables residents to use Ipads, and listen to music. Residents also use Ipads and laptops to facetime or Teams relatives and friends. Residents have daily newspapers delivered if they wish. We have been fortunate enough to have 2 "magic Tables" donated which provide interactive games for residents of all abilities. (may want to add link for more info ? Magic Table 360   Interactive Table For Dementia   Interactive Table (social-ability.co.uk)</li> <li>□ We invite the community in to many events on a regular basis some examples are; a monthly religious service, "Love to move" exercise classes fortnightly, garden parties etc..</li> </ul>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> <li>o As a local authority we have a dedicated safeguarding team that oversees and supports a robust and open approach to ensuring safeguarding is prioritised across all service areas. There is a clear training pathway for all staff at all levels that reflects their role and responsibilities with regard to safeguarding. This is provided via our workforce development team with dedicated resources to ensure the availability of training. Furthermore, this is central to the induction for all staff and dedicated training sessions are provided as part of the two week induction training period. We look for a low threshold when it comes to reporting concerns and will always complete a duty to report form when any concerns are raised. We ensure that the issue of safeguarding remains live by ensuring it is discussed in team meetings and in 1:1s / Appraisals.</li> <li>o A relationship based approach to services underpinned by a key worker system ensures that we know the people we support well, and can highlight changes in behaviour, mood etc that may be as a result of safeguarding issues.</li> </ul>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<ul style="list-style-type: none"> <li>□ Severn View is an old building that was not purpose built for people living with Dementia. It has been adapted as well as it possibly can to provide a suitable environment for people living with Dementia. Facilities within Severn View include a secure garden area as well as 2 small patio areas. Access to the garden from ground floor is very easy. Residents on the first floor require assistance and orientation to access the garden. Each wing has communal lounge and dining room as well as smaller, quieter areas for those not wanting to be in the main lounges. The current home will be replaced by a new build later this year.</li> <li>□ Overall, the home has a very homely and welcoming atmosphere and great attention has been paid to make the most of the building and its external areas.</li> </ul>

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) 36

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 0

Manual Handling 1

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. Emergency Aid  
Mental Capacity Act and Deprivation of Liberty Safeguard  
Fire Safety  
Istumble

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	0
Manual Handling	1
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.	Emergency Aid - 3 days Fire Safety

Contractual Arrangements

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency 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)	0
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.	3 week rolling rota and worked 4 days and off 4 days.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
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	92
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	9
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	35
Safeguarding	12
Medicine management	23
Dementia	28
Positive Behaviour Management	0
Food Hygiene	6



Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Aid - 7 staff
Contractual Arrangements	
No. of permanent staff	46
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	34
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)	38
No. of part-time staff (16 hours or under per week)	10
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.	Work on a 3 week rolling rota with 4 days on and 4 days off.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	47
No. of staff working towards the required/recommended qualification	8
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	4
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	2
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.	0
<b>Contractual Arrangements</b>	
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	1
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	7
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0

Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	0
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.	Facilities officer - 1 Business Support - 3
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	0
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	1
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	3
<div style="border: 1px solid green; padding: 2px;">           Staff Qualifications         </div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0