

# 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:  | Navagrace Ltd   |  |
| The provider was registered on:                         | 09/08/2018  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Castle Graig Nursing Home                                   |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Adults With Nursing                                |
|   | Approval Date   | 09/08/2018   |
|   | Responsible Individual(s)                                   | Sajith Navaratnasingam                             |
|   | Manager(s)  | Cheryl Taylor, Izabela Cemor                       |
|   | Maximum number of places                                    | 37   |
|   | 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 | Training needs are analysed by assessing the skill levels and competencies, through supervisions, performance competencies, feedback. Once the training needs are identified, a robust training plan is developed and delivered to the staff. After completion, evaluation and feedback indicates effectiveness and identifies further training needs. This iterative approach ensures that the training initiatives are aligned with the evolving needs of the staff and the organization.                 |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | Job analysis identifies needs in recruitment. Job advertisements are created, and sourcing channels are used to attract candidates. Applications are screened, and candidates are shortlisted. The selection process includes interviews, DBS check, 2 reference, and other relevant evaluations. Recognizing and rewarding employees by promoting a healthy work-life balance for their contributions and achievements has significantly impacted high retention where staff voice is heard and supported. |

## Service Profile

### Service Details

|  |                           |
|--|---------------------------|
| Name of Service  | Castle Graig Nursing Home |
| Telephone Number   | 01792790009               |
| What is/are the main language(s) through which your service is provided? | English Medium            |
| Other languages used in the provision of the service                     |                           |

## Service Provision

### People Supported

|  |    |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 44 |
|--|----|

### Fees Charged

|  |        |
|--|--------|
| The minimum weekly fee payable during the last financial year? | 658.00 |
| The maximum weekly fee payable during the last financial year? | 722.00 |

### Complaints

|  |  |
|--|--|
| What was the total number of formal complaints made during the last financial year?  | 14   |
| Number of active complaints outstanding  | 0  |
| Number of complaints upheld  | 10   |
| Number of complaints partially upheld  | 2  |
| Number of complaints not upheld  | 2  |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | We performed 3 monthly consultations with services users during their care plan reviews whereby residents with the assistance of families (if needed) would feed back on how to improve the service. |

### Service Environment

|  |  |
|--|--|
| How many bedrooms at the service are single rooms?                         | 33   |
| How many bedrooms at the service are shared rooms?                         | 2  |
| How many of the bedrooms have en-suite facilities?                         | 30   |
| How many bathrooms have assisted bathing facilities?                       | 1  |
| How many communal lounges at the service?                                  | 2  |
| How many dining rooms at the service?                                      | 3  |
| Provide details of any outside space to which the residents have access    | There is a large rear scenic and tranquil garden with seating areas and outstanding views.<br>The garden facilities wellbeing particularly for those with dementia by using sensory stimuli and dementia friendly colours. |
| Provide details of any other facilities to which the residents have access | There is a patio immediately adjacent to the main lounge which has easy access at any time for those who prefer an outdoor environment. This is used daily during the warmer months.                                       |

### 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 core of the Person-centred concept is for the individual to feel that their voices are heard, they have choice about their care and support, and opportunities. This is the team goal at Castle Graig Nursing home. This Person-Centred concept emphasises the importance of actively involving individuals in decisions regarding their own care, support, and services. This includes considering their preferences, values, and needs, and ensuring they have a say in determining their goals and outcomes. To promote this the Castle Graig team strive to create an environment that encourages open communication, active listening, and respect for individual autonomy. It involves providing information and education to individuals, so they can make informed choices about their care. Additionally, the home offers a range of options and opportunities for individuals to participate in decisions that affect their lives, giving them a sense of control and ownership, and supporting them to make those decisions. Castle Graig achieves these goals by a robust system of staff training and development with emphasis on individuality and promoting a person-centred approach. This can be evidenced by our detailed person centred care plans, regular monitoring and by conducting surveys and reports.

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.

Castle Graig aims to achieve overall well-being, by ensuring access to quality healthcare services. This is crucial for promoting and maintaining overall health. This includes regular check-ups with the GP practice, preventive care, vaccinations, and timely medical interventions when needed by working closely with doctors, pharmacist, and other health care professionals. Access to mental health support and counselling services is also important for addressing emotional well-being. Castle Graig achieves that by working in close relationship with the community services including the psychiatry team. Castle Graig is providing a supportive and stimulating environment that is essential for holistic interactions by providing a meaningful activity program with the close involvement of families, friends and local communities. Strong social support networks play a vital role in promoting well-being. Positive relationships and social interactions provide emotional support, encouragement, and a sense of belonging. It is important to create environments that foster social connections and provide avenues for community engagement. Castle Graig strives to promote well-being by encouraging healthy habits such as providing nutritious diet choices, adequate sleep, and by maintaining a safe and clean environment. Providing access to recreational activities such as a variety of entertainments and trips to the local community. These actions support the overall health and well-being of the individuals within our care. By Castle Graig having a personalised approach to each individual and recognising and embracing their outcomes we strive to help individuals thrive and reach their goals. Castle Graig staff understands that a safe and secure environment is fundamental to well-being. This includes physical safety measures, such as ensuring a safe living environment, as well as psychological safety, which involves promoting a culture of respect, inclusivity, and non-discrimination. Measures to prevent bullying, harassment, and violence are important for fostering a sense of security. A holistic approach that considers the physical, emotional, social, and cognitive aspects of well-being is crucial for creating a supportive environment that promotes ongoing health, development, and overall well-being for all individuals.

|  |  |
|--|--|
| <p>The extent to which people feel safe and protected from abuse and neglect.</p>  | <p>Feeling safe and protected from abuse and neglect relates to the fundamental right to personal safety and well-being. Castle Graig has a duty to safeguard vulnerable adults entrusted to their care. The home has a duty to create a protective and secure environment that safeguards individuals from harm, exploitation, and mistreatment. To ensure safety and protection, various measures are implemented by the home including robust policies and procedures that minimise the risk of abuse and neglect. The home's focus is on prevention, detection, and response. This requires robust training and education for staff members in safeguarding and whistleblowing, empowering them to recognise signs of abuse or neglect and respond appropriately. Castle Graig feels strongly about promoting a culture of dignity, respect, and zero tolerance for abuse. We encourage individuals to report any concerns or suspicions they may have and providing accessible, adapted ways for individuals to enable them to do so. In this way incidents can be investigated and raised to appropriate safeguarding team when identified.</p> <p>Overall, creating an environment where individuals feel safe and protected, and where their voices are heard, helps to foster a person-centered approach to care and support. Thus, empowering individuals and promoting their overall well-being.</p>  |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p> | <p>Castle Graig aims to provide safe and high standards of accommodation to the individuals that are living here. Our goal is to meet health and safety standards and provide homely and comfortable surroundings. It is important an part of the person centered care as living condition and environment has got a significant impact on physical and mental health.</p> <p>Castle Graig is designed to promote a healthy lifestyle by providing good ventilation, access to clean water and sanitation facilities. With well designed facilities residents' bedrooms aim to facilitate restful sleep and sufficient space to encourage social activities. Our home also aims to minimise environmental hazards.</p> <p>Castle Graig rooms provide privacy, security and a sense of safety with the stability that promotes mental health wellbeing. With access to natural light, green spaces and communal areas individuals and their relatives feel like they are at home.</p> <p>Our home is designed with communal lounges and activity area encouraging social interactions and reduces social isolation. This positively impacts individuals' wellbeing and promotes sense of belonging. Castle Graig has been designed to accommodate diverse needs and various disabilities and mobility limitations.</p> <p>With access to services like hairdresser, chiroprapist and activities entertainment, the lounges at our home enables individuals to pursue personal goals. Affordability is a very important part of the accommodation as it reduces financial stress to individual families who are often responsible for their financial affairs. Important part of the individual accommodation is ability to personalise their living spaces and create environment within their rooms that creates autonomy and empowers individual to develop a sense of ownership. Castle Graig ensures that policies and procedures related to the accommodation provides person centred approach to individuals needs and that staff developed knowledge and skills to promote individual wellbeing in that respect.</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>41</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.

|   |   |     |
|---|---|-----|
| 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>  |     |
|   | Filled and vacant posts   |     |
|   | No. of staff in post  | 2   |
|   | No. of posts vacant   | 0   |
|   | <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> |     |
|   | Induction   | 2   |
|   | Health & Safety   | 2   |
|   | Equality, Diversity & Human Rights  | 2   |
|   | Infection, prevention & control   | 2   |
|   | Manual Handling   | 2   |
|   | Safeguarding  | 2   |
|   | Medicine management   | 1   |
|   | Dementia  | 2   |
|   | Positive Behaviour Management   | 2   |
|   | Food Hygiene  | 2   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Mental Capacity act 2005 Level 3<br>Deprivation of Liberty Safeguarding Level 2<br>COSHH<br>FAA Level 2 in fire Safety (RQF)<br>Confidentiality<br>Supervision and Appraisal<br>Care Planning<br>Hand hygiene<br>Mental health and Wellbeing toolkit<br>Registration of Adult Care home workers with SCW in partnership with Neath port Talbot college.   |     |
| 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)  | 1   |     |
| No. of part-time staff (17-34 hours per week)   | 1   |     |
| 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   | 2  |
| 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?   | 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?   | 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  | 7  |
| 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   | 1  |
| Health & Safety   | 5  |
| Equality, Diversity & Human Rights  | 0  |
| Infection, prevention & control   | 5  |
| Manual Handling   | 6  |
| Safeguarding  | 6  |
| Medicine management   | 3  |
| Dementia  | 4  |
| Positive Behaviour Management   | 0  |
| Food Hygiene  | 4  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | FFA Level 2 Award in Fire Safety RQF<br>COSHH<br>Confidentiality<br>Pressure Care<br>Diabetes<br>MCA and Dols<br>Challenging behaviour<br>Oral Hygiene<br>Wound interest group |

|  |   |
|--|---|
| <b>Contractual Arrangements</b>  |   |
| No. of permanent staff   | 6   |
| No. of Fixed term contracted staff   | 0   |
| No. of volunteers  | 0   |
| No. of Agency/Bank staff   | 0   |
| No. of Non-guaranteed hours contract (zero hours) staff  | 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)   | 2   |
| No. of part-time staff (17-34 hours per week)  | 4   |
| No. of part-time staff (16 hours or under per week)  | 0   |
| <b>Typical shift patterns in operation for employed staff</b>  |   |
| 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.  | Day shift for the RGN 1 x 8-8 and 1 x 8-2 - 7 days a week<br>Night shift for the RGN is 1 x 8pm - 8am - 7 days a week                                   |
| Senior social care workers providing direct care   |   |
| 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   | 2   |
| No. of posts vacant  | 1   |
| <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  | 1   |
| Equality, Diversity & Human Rights   | 0   |
| Infection, prevention & control  | 1   |
| Manual Handling  | 1   |
| Safeguarding   | 1   |
| Medicine management  | 2   |
| Dementia   | 1   |
| Positive Behaviour Management  | 2   |
| Food Hygiene   | 1   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.  | FAA Level 2 Award in Fire Safety<br>Oral Care Champions<br>COSHH<br>Mental health awareness toolkit ( includes positive behaviour management for staff) |
| <b>Contractual Arrangements</b>  |   |

|  |                                     |
|--|-------------------------------------|
| 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                                   |
| 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.  | Shift pattern 7 days a week 8am-8pm |
| 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  | 2                                   |
| 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   | 29                                  |
| No. of posts vacant  | 2                                   |
| Training undertaken during the last financial year for this role type.<br>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  | 10                                  |
| Health & Safety  | 16                                  |
| Equality, Diversity & Human Rights   | 25                                  |
| Infection, prevention & control  | 18                                  |
| Manual Handling  | 17                                  |
| Safeguarding   | 17                                  |
| Medicine management  | 2                                   |
| Dementia   | 13                                  |
| Positive Behaviour Management  | 0                                   |
| Food Hygiene   | 17                                  |



|  |  |
|--|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above.  | Pressure Care<br>COSHH<br>Hand hygiene<br>Oral Care<br>Dysphagia and swallowing<br>Confidentiality<br>First aid awareness  |
| <b>Contractual Arrangements</b>  |  |
| No. of permanent staff   | 26   |
| 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  | 3  |
| <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)   | 7  |
| No. of part-time staff (17-34 hours per week)  | 14   |
| No. of part-time staff (16 hours or under per week)  | 5  |
| <b>Typical shift patterns in operation for employed staff</b>  |  |
| 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.  | Shift pattern for HCA day:<br>1 x 7am - 7pm - 7 days a week<br>5-6 x 8am - 8pm - 7 days a week<br>(long day shifts are also split to 8-2 or 2-8 depending on staffing needs )<br>Shift pattern for HCA night:<br>3 x 8pm - 8am - 7 days a week |
| <b>Staff Qualifications</b>  |  |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker   | 25   |
| No. of staff working towards the required/recommended qualification  | 4  |
| <b>Domestic 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   | 5  |
| 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  | 1  |
| Health & Safety  | 3  |
| Equality, Diversity & Human Rights   | 0  |

|  |  |
|--|--|
| Infection, prevention & control  | 1  |
| Manual Handling  | 4  |
| Safeguarding   | 1  |
| Medicine management  | 0  |
| Dementia   | 0  |
| Positive Behaviour Management  | 0  |
| Food Hygiene   | 2  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.  | COSHH<br>Hand Hygiene<br>Fire Awareness<br>Confidentiality |
| <b>Contractual Arrangements</b>  |  |
| No. of permanent staff   | 5  |
| No. of Fixed term contracted staff   | 0  |
| No. of volunteers  | 0  |
| No. of Agency/Bank staff   | 0  |
| No. of Non-guaranteed hours contract (zero hours) staff  | 0  |
| Outline below the number of permanent and fixed term contact staff by hours worked per week.   |  |
| No. of full-time staff (35 hours or more per week)   | 1  |
| No. of part-time staff (17-34 hours per week)  | 4  |
| No. of part-time staff (16 hours or under per week)  | 0  |
| <b>Staff Qualifications</b>  |  |
| No. of staff who have the required qualification   | 5  |
| No. of staff working toward required/recommended qualification   | 0  |
| <b>Catering staff</b>  |  |
| 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.  |  |
| <b>Filled and vacant posts</b>   |  |
| No. of staff in post   | 3  |
| No. of posts vacant  | 0  |
| Training undertaken during the last financial year for this role type.<br><br>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   | 0  |
| Infection, prevention & control  | 2  |
| Manual Handling  | 3  |
| Safeguarding   | 2  |

|   |   |
|---|---|
| Medicine management   | 0   |
| Dementia  | 0   |
| Positive Behaviour Management   | 0   |
| Food Hygiene  | 3   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | Fire Awareness<br>COSHH<br>Confidentiality<br>Hand hygiene<br>Dysphagia and swallowing                |
| <b>Contractual Arrangements</b>   |   |
| No. of permanent staff  | 2   |
| 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   |
| <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)   | 2   |
| No. of part-time staff (16 hours or under per week)   | 0   |
| <b>Staff Qualifications</b>   |   |
| No. of staff who have the required qualification  | 3   |
| No. of staff working toward required/recommended qualification  | 0   |
| <b>Other types of staff</b>   |   |
| 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.  | Activity and wellbeing coordinator<br>Activity assistant<br>Facility manager<br>Maintenance Assistant |
| <b>Filled and vacant posts</b>  |   |
| No. of staff in post  | 4   |
| No. of posts vacant   | 0   |
| <b>Training undertaken during the last financial year for this role type.</b><br><br>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  | 0   |
| Infection, prevention & control   | 2   |
| Manual Handling   | 3   |
| Safeguarding  | 2   |
| Medicine management   | 1   |
| Dementia  | 0   |
| Positive Behaviour Management   | 0   |

|   |   |
|---|---|
| Food Hygiene  | 2   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Activities and wellbeing<br>Fire awareness<br>Hand hygiene<br>Confidentiality<br>COSHH<br>Working at heights<br>Ladder safety<br>FAA Level 2 award in fire Safety |
| Contractual Arrangements  |   |
| 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   |
| 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)   | 2   |
| No. of part-time staff (16 hours or under per week)   | 1   |
| Staff Qualifications  |   |
| No. of staff who have the required qualification  | 4   |
| No. of staff working toward required/recommended qualification  | 0   |