

# 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:  | Oakville Care Limited                                       |  |
| The provider was registered on:                         | 19/09/2018  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Romilly Nursing Home  |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Adults With Nursing                                |
|   | Approval Date   | 19/09/2018   |
|   | Responsible Individual(s)                                   | Rita Patel   |
|   | Manager(s)  | Helen Campbell                                     |
|   | Maximum number of places                                    | 73   |
|   | 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 | Our training manager carries out all mandatory training with all staff new and existing. New starter have a 5 day induction class room and practical, the existing staff have annual and 6 mthly refresher training. Training manger will also manage/plan the training provided by the LA and will also source private training companies to come and train our staff on subjects that we are unable to get free of charge. Training needs are identified by our home managers. on line and face to face training. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | we have a sponsorship license to recruit staff from over seas. we pay our support workers the real living wage and above. we maintain the differences in salaries for other staff. we offer flexibility and long service awards. we offer a 20 hour contract for students.  |

## Service Profile

### Service Details

|  |                      |
|--|----------------------|
| Name of Service  | Romilly Nursing Home |
| Telephone Number   | 02920231903          |
| What is/are the main language(s) through which your service is provided? | English Medium       |
| Other languages used in the provision of the service                     | limited welsh        |

Service Provision

People Supported

|  |    |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 85 |
|--|----|

Fees Charged

|  |         |
|--|---------|
| The minimum weekly fee payable during the last financial year? | 850.00  |
| The maximum weekly fee payable during the last financial year? | 1593.88 |

Complaints

|  |  |
|--|--|
| What was the total number of formal complaints made during the last financial year?  | 24   |
| Number of active complaints outstanding  | 0  |
| Number of complaints upheld  | 5  |
| Number of complaints partially upheld  | 4  |
| Number of complaints not upheld  | 15   |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | facebook posts regarding activities and events<br>coffee morning's / tea afternoon's<br>family reviews with RGN's<br>1 to 1 chats with RI<br>residents and family meetings |

Service Environment

|  |  |
|--|--|
| How many bedrooms at the service are single rooms?                         | 68   |
| 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?                       | 11   |
| How many communal lounges at the service?                                  | 4  |
| How many dining rooms at the service?                                      | 1  |
| Provide details of any outside space to which the residents have access    | garden patio area at the rear of the building    |
| Provide details of any other facilities to which the residents have access | hair salon<br>training / meeting / function room |

Communicating with people who use the service

|   |     |
|---|-----|
| Identify any non-verbal communication methods used in the provision of the service          |     |
| Picture Exchange Communication System (PECS)  | Yes |
| 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.   | From our Annual Quality Assurance Report , RI one to one visits and communication with families and service users   |
| 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 section in our Annual Quality Assurance Report "Staff that care for Me" 84% was positive with areas to improve on are around - staff continuity, retention and training and also external medical /professional resources ie GP dietician dentists etc.   |
| The extent to which people feel safe and protected from abuse and neglect.   | 90% of service users and their relatives agreed and strongly agree that they feel safe and protected from abuse and neglect from the Annual Quality Assurance Report carried out in Feb/March 23 and the report dated April 2023. 5% disagreed and 5% did not respond.  |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.  | 72% of service users and their relatives who responded agreed or strongly agree with the statements in relation to "Life at the Romilly Nursing Home"<br>Non of the statements in this section received 100% but one comment read " I think the home is run in my best interest" achieved 91% of service users strongly agreed or Agreed. |

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) | 98.25 |
|--|-------|

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

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

|            |   |     |
|------------|---|-----|
| Staff Type | Service Manager   |     |
|            | Does your service structure include roles of this type?   | Yes |
|            | Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year. |     |
|            | Filled and vacant posts   |     |
|            | No. of staff in post  | 1   |
|            | No. of posts vacant   | 0   |

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

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

|   |   |
|---|---|
| Induction   | 1 |
| Health & Safety   | 1 |
| Equality, Diversity & Human Rights  | 1 |
| Infection, prevention & control   | 1 |
| Manual Handling   | 1 |
| Safeguarding  | 1 |
| 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. |   |

#### 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 |
|---|-----|

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   | 2 |
| Health & Safety   | 2 |
| Equality, Diversity & Human Rights  | 2 |
| Infection, prevention & control   | 2 |
| Manual Handling   | 2 |
| Safeguarding  | 2 |
| Medicine management   | 0 |
| Dementia  | 2 |
| Positive Behaviour Management   | 1 |
| Food Hygiene  | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. |   |

#### Contractual Arrangements

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

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

|   |   |
|---|---|
| No. of full-time staff (35 hours or more per week)  | 1 |
| No. of part-time staff (17-34 hours per week)       | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |

#### Staff Qualifications

|   |   |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager               | 1 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 1 |

#### Other supervisory staff

|   |     |
|---|-----|
| Does your service structure include roles of this type? | Yes |
|---|-----|

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

#### Filled and vacant posts

|                      |   |
|----------------------|---|
| No. of staff in post | 2 |
| No. of posts vacant  | 2 |

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

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

|   |   |
|---|---|
| Induction   | 2 |
| Health & Safety   | 2 |
| Equality, Diversity & Human Rights  | 2 |
| Infection, prevention & control   | 2 |
| Manual Handling   | 2 |
| Safeguarding  | 2 |
| Medicine management   | 2 |
| Dementia  | 2 |
| Positive Behaviour Management   | 0 |
| Food Hygiene  | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. |   |

#### Contractual Arrangements

|   |   |
|---|---|
| No. of permanent staff                                  | 2 |
| No. of Fixed term contracted staff                      | 0 |
| No. of volunteers                                       | 0 |
| No. of Agency/Bank staff                                | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

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

|   |   |
|---|---|
| No. of full-time staff (35 hours or more per week)  | 2 |
| No. of part-time staff (17-34 hours per week)       | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |

#### Staff Qualifications

|  |   |
|--|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 1 |
| No. of staff working towards the required/recommended qualification  | 0 |

#### Nursing care staff

|   |     |
|---|-----|
| Does your service structure include roles of this type? | Yes |
|---|-----|

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

#### Filled and vacant posts

|                      |    |
|----------------------|----|
| No. of staff in post | 11 |
| No. of posts vacant  | 0  |

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

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

|   |   |
|---|---|
| Induction   | 11  |
| Health & Safety   | 11  |
| Equality, Diversity & Human Rights  | 0   |
| Infection, prevention & control   | 11  |
| Manual Handling   | 11  |
| Safeguarding  | 11  |
| Medicine management   | 11  |
| Dementia  | 11  |
| Positive Behaviour Management   | 0   |
| Food Hygiene  | 11  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | diabetic training x 5<br>Parkinson's x 2<br>sepsis x 5<br>dysphagia 5 parts x 6<br>care plan x 5<br>fusion x 9<br>first aid x 9 |

#### Contractual Arrangements

|   |    |
|---|----|
| No. of permanent staff                                  | 11 |
| No. of Fixed term contracted staff                      | 0  |
| No. of volunteers                                       | 0  |
| No. of Agency/Bank staff                                | 0  |
| No. of Non-guaranteed hours contract (zero hours) staff | 0  |

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)  | 11 |
| 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. | days - 8am to 8pm |
|---|-------------------|

#### Staff Qualifications

|  |    |
|--|----|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 11 |
| No. of staff working towards the required/recommended qualification  | 0  |

#### Registered nurses

|   |     |
|---|-----|
| Does your service structure include roles of this type? | Yes |
|---|-----|

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

Filled and vacant posts

|                      |    |
|----------------------|----|
| No. of staff in post | 12 |
| No. of posts vacant  | 3  |

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                          | 14 |
| Health & Safety                    | 14 |
| Equality, Diversity & Human Rights | 0  |
| Infection, prevention & control    | 14 |
| Manual Handling                    | 15 |
| Safeguarding                       | 14 |
| Medicine management                | 14 |
| Dementia                           | 14 |
| Positive Behaviour Management      | 14 |
| Food Hygiene                       | 13 |

Please outline any additional training undertaken pertinent to this role which is not outlined above.

catherization  
venepuncture  
diabetics  
Parkinson's  
sepsis  
dysphagia  
care planning  
end of life  
positive behaviour management  
death and dying  
first aid  
fusion  
RN1

Contractual Arrangements

|   |    |
|---|----|
| No. of permanent staff                                  | 13 |
| No. of Fixed term contracted staff                      | 0  |
| No. of volunteers                                       | 0  |
| No. of Agency/Bank staff                                | 1  |
| 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)  | 13 |
| 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.

8am to 8pm  
8pm to 8am



|   |  |
|---|--|
| 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   | 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   | 1  |
| Equality, Diversity & Human Rights  | 0  |
| Infection, prevention & control   | 1  |
| Manual Handling   | 1  |
| Safeguarding  | 1  |
| Medicine management   | 0  |
| Dementia  | 1  |
| Positive Behaviour Management   | 1  |
| Food Hygiene  | 1  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | care planning<br>sepsis legionella<br>diabetic<br>Parkinson's<br>first aid<br>fusion |
| <p>Contractual Arrangements</p>   |  |
| No. of permanent staff  | 1  |
| No. of Fixed term contracted staff  | 0  |
| No. of volunteers   | 0  |
| No. of Agency/Bank staff  | 0  |
| No. of Non-guaranteed hours contract (zero hours) staff   | 0  |
| <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>   |  |
| No. of full-time staff (35 hours or more per week)  | 1  |
| No. of part-time staff (17-34 hours per week)   | 0  |
| No. of part-time staff (16 hours or under per week)   | 0  |
| <p>Typical shift patterns in operation for employed staff</p>   |  |
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.   | 8am - 2pm<br>8am - 4pm   |
| <p>Staff Qualifications</p>   |  |

|   |   |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  | 1   |
| No. of staff working towards the required/recommended qualification   | 0   |
| Other social care workers providing direct care   |   |
| Does your service structure include roles of this type?   | Yes   |
| <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  | 48  |
| No. of posts vacant   | 7   |
| <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   | 69  |
| Health & Safety   | 69  |
| Equality, Diversity & Human Rights  | 0   |
| Infection, prevention & control   | 69  |
| Manual Handling   | 69  |
| Safeguarding  | 69  |
| Medicine management   | 0   |
| Dementia  | 69  |
| Positive Behaviour Management   | 4   |
| Food Hygiene  | 69  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | fusion<br>fire<br>covid 19<br>sepsis<br>care planning<br>Parkinson<br>diabetic<br>first aid |
| Contractual Arrangements  |   |
| No. of permanent staff  | 47  |
| No. of Fixed term contracted staff  | 0   |
| No. of volunteers   | 0   |
| No. of Agency/Bank staff  | 1   |
| 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)  | 20  |
| No. of part-time staff (17-34 hours per week)   | 27  |
| 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.  | 8am - 2pm<br>8am -4pm<br>8am - 8pm<br>2pm - 8pm<br>12pm - 8pm<br>8pm - 8am                     |
| <b>Staff Qualifications</b>  |  |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker   | 23   |
| No. of staff working towards the required/recommended qualification  | 25   |
| <b>Domestic 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   | 13   |
| 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  | 13   |
| Health & Safety  | 13   |
| Equality, Diversity & Human Rights   | 0  |
| Infection, prevention & control  | 13   |
| Manual Handling  | 13   |
| Safeguarding   | 13   |
| Medicine management  | 0  |
| Dementia   | 13   |
| Positive Behaviour Management  | 0  |
| Food Hygiene   | 13   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.  | rota wash cleaner training<br>COSSH cleaning product training<br>first aid<br>fire<br>covid 19 |
| <b>Contractual Arrangements</b>  |  |
| No. of permanent staff   | 13   |
| 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)  | 3   |
| No. of part-time staff (17-34 hours per week)   | 9   |
| No. of part-time staff (16 hours or under per week)   | 1   |
| <div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>  |   |
| 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   |
| <div style="border: 1px solid green; padding: 5px;">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.</div>   |   |
| <div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>   |   |
| No. of staff in post  | 10  |
| No. of posts vacant   | 1   |
| <div style="border: 1px solid green; padding: 5px;"> <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> </div> |   |
| Induction   | 13  |
| Health & Safety   | 13  |
| Equality, Diversity & Human Rights  | 0   |
| Infection, prevention & control   | 13  |
| Manual Handling   | 0   |
| Safeguarding  | 13  |
| Medicine management   | 0   |
| Dementia  | 13  |
| Positive Behaviour Management   | 0   |
| Food Hygiene  | 13  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | first aid<br>covid 19<br>fire<br>food hygiene level 2<br>object handling<br>nutrition and hydration<br>nutrient in older person |
| <div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>  |   |
| No. of permanent staff  | 9   |
| No. of Fixed term contracted staff  | 0   |
| No. of volunteers   | 0   |
| No. of Agency/Bank staff  | 1   |
| No. of Non-guaranteed hours contract (zero hours) staff   | 0   |
| <div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>  |   |
| No. of full-time staff (35 hours or more per week)  | 1   |

|  |   |
|--|---|
| No. of part-time staff (17-34 hours per week)                  | 8 |
| No. of part-time staff (16 hours or under per week)            | 0 |
| Staff Qualifications   |   |
| No. of staff who have the required qualification               | 9 |
| No. of staff working toward required/recommended qualification | 1 |

|  |  |
|--|--|
| Other types of staff   |  |
| Does your service structure include any additional role types other than those already listed? | Yes  |
| List the role title(s) and a brief description of the role responsibilities.                   | <p>Maintenance Persons - maintain the building and it's equipment, audit the building and it's equipment, carry out health and safety checks, ensure and plan external annual checks ie gas electric lift insurance legionella fire risk assessments</p> <p>Meal Time assistant - assist service users with their food and beverage</p> <p>Group managers - to support the managers at each home</p> <p>Activities - to entertain stimulate and organise group and one to one meaningful activities with service users</p> <p>Administration - to support the managers with administration</p> <p>finance and HR - management of money coming in and out of the homes and employment law / HR support for managers</p> <p>Training manager - deliver and arrange training for the group of homes and it's staff and management</p> |

|                         |    |
|-------------------------|----|
| Filled and vacant posts |    |
| No. of staff in post    | 25 |
| 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                          | 33 |
| Health & Safety                    | 33 |
| Equality, Diversity & Human Rights | 0  |
| Infection, prevention & control    | 33 |
| Manual Handling                    | 33 |
| Safeguarding                       | 33 |
| Medicine management                | 0  |
| Dementia                           | 33 |
| Positive Behaviour Management      | 0  |
| Food Hygiene                       | 33 |

|   |  |  |
|---|--|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | Sage L50 accounts and payroll<br>MCA<br>Resilience Training<br>signs of exploitation<br>fusion<br>first aid<br>fire<br>fire marshall<br>legionella<br>sepsis<br>covid 19 |  |
| <table border="1"> <tr> <td data-bbox="406 360 1439 454">Contractual Arrangements</td> </tr> </table>   |  | Contractual Arrangements   |
| Contractual Arrangements  |  |  |
| No. of permanent staff  | 25   |  |
| 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  |  |
| <table border="1"> <tr> <td data-bbox="406 687 1439 781">Outline below the number of permanent and fixed term contact staff by hours worked per week.</td> </tr> </table> |  | Outline below the number of permanent and fixed term contact staff by hours worked per week. |
| Outline below the number of permanent and fixed term contact staff by hours worked per week.  |  |  |
| No. of full-time staff (35 hours or more per week)  | 12   |  |
| No. of part-time staff (17-34 hours per week)   | 12   |  |
| No. of part-time staff (16 hours or under per week)   | 1  |  |
| <table border="1"> <tr> <td data-bbox="406 902 1439 996">Staff Qualifications</td> </tr> </table>   |  | Staff Qualifications   |
| Staff Qualifications  |  |  |
| No. of staff who have the required qualification  | 10   |  |
| No. of staff working toward required/recommended qualification  | 7  |  |