

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:	Recovery Care Ltd	
The provider was registered on:	30/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Recovery Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/10/2018
	Responsible Individual(s)	Emma Rees
	Manager(s)	Gemma Lamoratta
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Recovery care ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/10/2018
	Responsible Individual(s)	
	Manager(s)	Gemma Lamoratta
	Partnership Area	Cwm Taf Morgannwg
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	The PWS needs are identified and appropriate training sourced as per needs of the service via manual auditing systems. As of Sept 2022, all staff training records held on ELFY system. Impact assessments completed by all services so training is tailored based on the needs of PWS and opened up on ELFY systems. Pre-admission assessments identify training needs of the staff team to meet the needs of the individual. Additional training needs are identified during supervision and appraisal process.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment sourced via Indeed. Successful candidates are safely recruited and will go through the company onboarding process and compliance checks to include DBS/ working history/ satisfactory references and checks with Social Care Wales. All staff receive an in-depth induction into service. There is a company retention plan in place. All leavers receive an exit interview with a view to address issues and concerns to improve overall retention rates to include suggestions to improve our service.

Service Profile

Service Details

Name of Service	Recovery care ltd
Telephone Number	02920837470
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	91
------------------------------------------------------------------------------------------------------	----

Fees Charged

The minimum hourly rate payable during the last financial year?	10.89
The maximum hourly rate payable during the last financial year?	19.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
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?	<p>Feedback is gained from PWS through bi-monthly tenant meetings. Information is shared throughout these meetings. The opportunity is presented for PWS to share their opinions and make suggestions for improvements or to advise on things that are important to them. This helps to shape the service through co-production. Opportunity is provided to speak to RI during visits every three months. All issues and concerns are acted upon and addressed. Equally what is working well is shared with the teams. All PWS have monthly keyworker meetings on a 1-1 basis where people are consulted and topics can be discussed in further detail.</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.

<p>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.</p>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 38/40 people stated that they were either satisfied or very satisfied when asked "How satisfied are you that you make daily choices about your life and decide what you would like to do each day?"</p> <p>Recovery care ensure that all plans are created with the individual to ensure that their voice is heard in regard to how they want to be supported. This includes being encouraged to read their plans and to add in any additional information that they wish. PWS are then encouraged to sign this document to confirm they are happy. PWS teams/ advocates are consulted where there are capacity issues and the individual remains to be the primary focus to ensure a holistic approach to support is maintained. Monthly keyworker meetings are held to set goals to ensure that PWS are supported to access all opportunities they wish to pursue.</p> <p>All PWS are encouraged to pursue meaningful activities to include occupational, educational, recreational and voluntary positions.</p>
<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>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 34/39 people stated that they were either very satisfied or satisfied when asked "How satisfied are you that you are supported to develop life skills and your independence promoted". PWS who were dissatisfied were given the opportunity to voice their concerns and these concerns addressed. Causes of dissatisfaction included current mental health decline that CMHT are aware of and are providing support to improve.</p> <p>Recovery care promote the independence of all people we support to ensure that both their physical and mental health is maintained by ensuring access to physical and mental health support. All PWS develop a meaningful activity planner that captures activity of interest and promotes wellbeing. Monthly keyworker goal setting ensures that independence is promoted and goals are identified.</p> <p>Referrals for additional support are requested when required to ensure that we provide a holistic and person-centered approach to care for those we support. Additional support is identified through regular review meetings with the PWS, their advocate (where required), mental/physical health team reviews and family and friends (with the consent of the PWS).</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 38/39 people stated they were either very satisfied or satisfied when asked "How satisfied are you that you can openly talk to staff?" PWS who reported as very dissatisfied was given the opportunity to voice their concerns and these concerns were addressed. Causes for dissatisfaction included PWS being on a CTO and disagreeing with the terms imposed by care team. Meeting held to address concerns raised.</p> <p>PWS are asked daily about how they feel during their 1-1 welfare chats. Any issues are quickly identified and addressed. In addition, the team leader of the service will ensure that any PWS have the opportunity to freely discuss how they are feeling or whether they would like to discuss anything on a daily basis.</p> <p>The locality manager who oversees the service will visit at least once per week and will also provide additional 1-1 welfare checks with PWS to ensure that all feel safe and supported within the service.</p> <p>The RI of the company regularly visits the services and reminds PWS that they are able to raise any concerns and are provided with information on how to do this. Private 1-1 time with RI is offered so that any concerns or compliments can be discussed freely.</p> <p>All reported concerns are investigated in a timely manner and appropriate action is taken where needed.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	105
--------------------------------------------------------------------------------	-----

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	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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The domiciliary manager for this role has achieved her QCF level 5 in Health and social care management	
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	
<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
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?	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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	2
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Both locality managers either have achieved their QCF level 5 in Health and social care management. Or are working towards this.
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)	4

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	4
No. of staff working towards the required/recommended qualification	0
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	9
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	3
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	3
Positive Behaviour Management	9
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All senior support/ team leaders either have achieved or are working towards their QCF level 3 in Health and social care
Contractual Arrangements	
No. of permanent staff	9
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)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	3
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	90
No. of posts vacant	15
<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	90
Equality, Diversity & Human Rights	90
Manual Handling	90
Safeguarding	90
Dementia	77
Positive Behaviour Management	90
Food Hygiene	90
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff training needs are monitored for compliance through the ELFY platform.
Contractual Arrangements	
No. of permanent staff	90
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	54
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	21
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	62
No. of staff working towards the required/recommended qualification	8
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.	Office manager Responsibilities include liaising with HR support, Payroll, first point of contact for enquiries, providing support to management, clerical and administrative duties. Compliance support.
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service

Recovery Care Ltd

Telephone Number	02920 837470
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	91
------------------------------------------------------------------------------------------------------	----

Fees Charged

The minimum hourly rate payable during the last financial year?	10.85
The maximum hourly rate payable during the last financial year?	20.00

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
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?	<p>Feedback is gained from PWS through bi-monthly tenant meetings. Information is shared throughout these meetings. The opportunity is presented for PWS to share their opinions and make suggestions for improvements or to advise on things that are important to them. This helps to shape the service through co-production. Opportunity provided to speak to RI during visits every three months. All issues and concerns are acted upon and addressed. Equally what is working well is shared with the teams. All PWS have monthly keyworker meetings on a 1-1 basis where people are consulted and topics can be discussed in further detail.</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.

<p>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.</p>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 38/40 people stated that they were either satisfied or very satisfied when asked "How satisfied are you that you make daily choices about your life and decide what you would like to do each day?"</p> <p>Recovery care ensure that all plans are created with the individual to ensure that their voice is heard in regard to how they want to be supported. This includes being encouraged to read their plans and to add in any additional information that they wish. PWS are then encouraged to sign this document to confirm they are happy. PWS teams/ advocates are consulted where there are capacity issues and the individual remains to be the primary focus to ensure a holistic approach to support is maintained. Monthly keyworker meetings are held to set goals to ensure that PWS are supported to access all opportunities they wish to pursue.</p> <p>All PWS are encouraged to pursue meaningful activities to include occupational, educational, recreational and voluntary positions.</p>
<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>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 34/39 people stated that they were either very satisfied or satisfied when asked "How satisfied are you that you are supported to develop life skills and your independence promoted". PWS who were dissatisfied were given the opportunity to voice their concerns and these concerns addressed. Causes of dissatisfaction included current mental health decline that CMHT are aware of and are providing support to improve.</p> <p>Recovery care promote the independence of all people we support to ensure that both their physical and mental health is maintained by ensuring access to physical and mental health support. All PWS develop a meaningful activity planner that captures activity of interest and promotes wellbeing. Monthly keyworker goal setting ensures that independence is promoted and goals are re-identified.</p> <p>Referrals for additional support are requested when required to ensure that we provide a holistic and person-centred approach to care for those we support. Additional support is identified through regular review meetings with the PWS, their advocate (where required), mental/physical health team reviews and family and friends (with the consent of the PWS).</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>When our quarterly feedback surveys were completed for the January- March 2023 period, 38/39 people stated they were either very satisfied or satisfied when asked "How satisfied are you that you can openly talk to staff?" PWS who reported as very dissatisfied was given the opportunity to voice their concerns and these concerns were addressed. Causes for dissatisfaction included PWS being on a CTO and disagreeing with the terms imposed by care team. Meeting held to address concerns raised.</p> <p>PWS are asked daily about how they feel during their 1-1 welfare chats. Any issues are quickly identified and addressed. In addition, the team leader of the service will ensure that any PWS have the opportunity to freely discuss how they are feeling or whether they would like to discuss anything on a daily basis.</p> <p>The locality manager who oversees the service will visit at least once per week and will also provide additional 1-1 welfare checks with PWS to ensure that all feel safe and supported within the service.</p> <p>The RI of the company regularly visits the services and reminds PWS that they are able to raise any concerns and are provided with information on how to do this. Private 1-1 time with RI is offered so that any concerns or compliments can be discussed freely.</p> <p>All reported concerns are investigated in a timely manner and appropriate action is taken where needed.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 105

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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The registered manager also holds her QCF level 5 in Health and social care management
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
<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
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?	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	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	4
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	4
No. of staff working towards the required/recommended qualification	0
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	9
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	3
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	3
Positive Behaviour Management	9
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All senior support/ team leaders either have achieved or are working towards their QCF level 3 in health and social care.
Contractual Arrangements	
No. of permanent staff	9
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)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	3
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	90
No. of posts vacant	15
<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	90
Equality, Diversity & Human Rights	90
Manual Handling	90
Safeguarding	90
Dementia	77
Positive Behaviour Management	90
Food Hygiene	90
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff training is monitored for compliance and training needs through the ELFY platform
Contractual Arrangements	
No. of permanent staff	90
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	54
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	21
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	62
No. of staff working towards the required/recommended qualification	28
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.	Office manager Responsibilities include liaising with HR support, Payroll, first point of contact for enquiries, providing support to management, clerical and administrative duties, compliance support.
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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	1
No. of staff working toward required/recommended qualification	0