

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:	St Annes Nursing Home Ltd	
The provider was registered on:	04/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St Anne's Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	04/10/2018
	Responsible Individual(s)	Brian Hadley
	Manager(s)	Irina Ancuta
	Maximum number of places	45
	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	<p>The home Manager will check the qualifications of all prospective employees prior to engagement. Any training due will be given prior to starting the role.</p> <p>The prior training accepted or newly attained will be placed on a training matrix that will from then on be used as a tool to enable the Manager to identify future training needs or expiry dates.</p> <p>External and internal training is all recorded in one place. Easily accessible to management.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The service recruits through advertisements in the local employment office or through online agencies such as Indeed, we also commission private agencies to source Qualified staff.</p> <p>Last year the service obtained a sponsorship license from HM Government to enable us to take advantage of the Government scheme to employ carers and Nurses from abroad. This has been very successful, we offer many incentives to try and retain staff, we offer lots of training free of charge, and registration with SCW.</p>

Service Profile

Service Details

Name of Service	St Anne's Nursing Home
Telephone Number	01291 622050
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Bilingual signs in Welsh/English have been placed around the home to assist in orientation for first language users.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	74
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Fees Charged

The minimum weekly fee payable during the last financial year?	704.00
The maximum weekly fee payable during the last financial year?	1189.50

Complaints

What was the total number of formal complaints made during the last financial year?	14
Number of active complaints outstanding	1
Number of complaints upheld	13
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Feedback sheets were sent out to all of the residents relatives inviting comments.</p> <p>Feedback sheets were given out to all visitors to the home.</p> <p>A complaints box for anonymous comments is affixed to the reception wall.</p> <p>Newsletters were sent out inviting comment from all resident's relatives that require updates by email. A closed private Facebook page is available that can be accessed by members only, to inform relatives as to activities happening on a daily basis.</p> <p>The Manager's office is situated in the main lounge and is accessible to any relative wishing to discuss any matter, anytime. with the Manager, no appointment needed. The Managing Directors office is in the admin section, he is there M-F and fully accessible without an appointment.</p> <p>Residents meetings held every six months, we welcome the relatives of any residents that wish to attend. All the meetings are minuted so that suggestions or opinions can be acted upon and implemented if warranted.</p>

Service Environment

How many bedrooms at the service are single rooms?	41
How many bedrooms at the service are shared rooms?	2
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	5
How many communal lounges at the service?	6
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	<p>St Anne's home is set within a large plot of land that allows for four garden areas. The rear secluded garden overlooks the school playing fields and the local woods. This garden boasts of an all weather Astro lawn and a large gazebo with seating for outside visiting. Access to this area is via the conservatory, residents can move freely out of the building as both exits from the garden are secured by coded locks.</p> <p>The main garden has a large grassy area where barbies and other events are regularly held. Here is another four posted gazebo that has tables and seating for visitors and residents to enjoy. This garden has a waist-high flower bed that enables chair-bound residents to exercise their green fingers and help plant this ever changing flowery garden.</p> <p>The front garden is highlighted by a large old beautiful cedar tree, this garden frames the entrance to the residential unit, The Cedars. The rear garden has a greenhouse that residents can use under supervision from our gardener.</p>

<p>Provide details of any other facilities to which the residents have access</p>	<p>St Anne's care consists of two Dementia care units, the Cedars, a twelve bedded residential unit and The orchards, which is a thirty-three bedded Nursing unit, The Cedars has three separate lounge areas and a dining area and the Orchards has three large lounge areas and a large dining area.</p> <p>The orchards is where St Anne's own newly built hair salon is, it has a hairdresser that visits twice a week.</p> <p>The well-being facilitator's often make beautiful artwork on the nail bar, a real treat for the ladies. The reflexologist uses the purpose-built occupational therapy room to deliver aromatherapy based reflexology.</p> <p>The occupational therapy room also serves the other visiting professionals, such as the chiropodist, the visiting dentist or optician.</p> <p>The large lounge in the Orchards serves entertainers well as the small lounge acts as a staging area. The large lounge allows entertainments put on in this area for all our residents at one performance. Cedar and Orchards.</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>No</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>Yes</p>
<p>List 'Other' forms of non-verbal communication used</p>	<p>White board for use with a deaf resident. iPad used for picture identification</p>

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 Manager usually holds resident's and relatives' meetings on a six monthly basis to inform and discuss any aspect of the home life and home environment. The minutes of these meetings are kept for analysis and further action.

All resident's relatives and advocates are invited to these meetings, not only to discuss aspects of daily life at St Anne's but also to use as an opportunity to meet with other relatives and express their views or opinions. Residents and relatives can also express their views at any time to any staff, including the home Manager and its Managing Director, whose doors are always open, without appointments, five days a week.

Any visitor to the home can make anonymous suggestions, opinions via the suggestion box at the front entrance to the Orchards unit or just by filling out the feedback form on the visiting sheet.

Every four weeks the personal care plans of residents are totally reviewed, residents and their relatives are invited to give as much input as they wish and to actively participate in reviewing aspects of the care plan.

Reviews are often held with other professionals, relatives are always invited to these meetings for their input.

Upon admission of a resident relatives are asked for an overview of the residents life history in order that the carers can better understand the residents past occupation, lifestyle or hobbies, this will allow for a greater rapport between the carer and the resident it may enable reminisce or use life points as talking points and enable a better understanding of the residents personality.

The Manager receives staff comments via a digital communications thread that makes comments and ideas instantly and regularly available so that a free flow of information can take place, handovers take place every time a new shift engages, allowing for continuity of care.

A private Facebook page has been created so that any relative or advocate can join in digitally and see what has been happening on a daily basis at St Anne', relatives can also get to know about future events or entertainments that all relatives are welcome to attend.

For those relatives that live too far away to visit regularly we can arrange for a video link visit on our mobile screens.

Every year we post Questionnaire feedback sheets to all advocates and relatives to ask how they feel about all aspects of life at St Anne's, we analyse these and act upon them to make sure that St Anne's is always seeking improvement in quality of life.

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 Manager at St Anne's has made great effort to ensure the safety and good health of our residents by ensuring that we par took in the pilot scheme for the prevention of falls in the elderly, we took on board the well thought out principles of falls preventi on and invested in a good number of sensory mats, a Managar lift cushion was purchased which proved invaluable in safely ge tting people off the floor if the prevention of a fall failed.

The Root cause analysis of the falls and the corresponding dat a Matrix helped tremendously in cutting dramatically the numbe r of falls we experienced over the last year.

When it comes to making sure our residents have the best Heal th care we feel the job we have already been doing is very goo d but there's always room for improvement and that's why we h ave invested in a new way of recording the care we give.

Care Control is a digital software system that we have introduce d, were still finding experiences are showing how much better th e management control over the standard of care can be when up to date live data gives instant audits and record checks. Its i mportant to record residents choices and decisions, staff all ha ve access to mobile tablets and are able to access information i nstantly, this means that promotion of independence is enhanc ed.

St Anne's has sent two of the well-being facilitators staff on the prestigious person-centered training courses in order that they can train the carers in the latest ideas for the way that people s uffering from memory disorders can best be helped.

We also have very good support from our local health board, o ur dedicated GP visits weekly and is always on hand should we need her at other times for advice.

The support from the local Health Board means the Nurse asse ssor is always reviewing our residents to ensure the care is rele vant and up to date. We have amazing support from the in-reac h team that helps us with any behavioral issues or concerns tha t may develop, this gives a direct line to Psychiatric consultancy without the otherwise lengthy wait for an appointment.

Our staff have been trained to act quickly and decisively in the event of ill -health, contacting other professionals and eliciting t heir expertise is important and our staff are not afraid to involve outside professionals at any time, this is part of our training. All staff have to do training before they even start on the units to make sure that staff know how. Continual training updates prev ail

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

All staff at St Anne's are made aware of the Safeguarding regulations. All staff have safeguarding training before being allowed to work with residents at St Anne's.

A culture of reporting has been adopted at St Anne's so that staff report continually about the mental or physical aspects of our residents all the time. Staff have regular recorded supervision and appraisal sessions on a one to one basis with a superior, where any concerns or complaints can be brought to the attention of the management at any time.

Staff work in pairs so that any misconduct is witnessed and reported or corroborated. Staff are chosen at the recruitment stage for their compassion and integrity, great emphasis is made of receiving DBS results and good references before our staff start the job.

The CVs and analysis of unbroken previous employment history's are all important to us in deciding who to take on for this role.

The POVA team are informed immediately we have an incident or a concern in order that we can remain transparent and involve outside professional help so that no contradiction is possible. Interviews with staff as soon as an incident occurs are carried out by the home Manager and statements kept so that no time delays that play havoc with the memory can happen.

All advice given by the POVA team in cases of concern, is followed immediately.

Neglect can take many forms, staff are always trained to think compassionately and question their actions in every thing they do, neglect can be something simple like not informing or not giving the resident a choice when giving personal care.

All evidence of neglect or abuse should be evident in the residents notes that are maintained on a minute by minute basis.

Policies are reviewed on a regular basis to ensure that review and controls are still relevant in respect of neglect or abuse.

We have a zero tolerance policy that states that even a raised voice from a staff member is considered to be unacceptable behaviour and will invoke the disciplinary procedure.

St Anne's has CCTV in all communal areas, both in The Orchards and The Cedars, this gives the Management night and day observation as to the way accidents occur and at the same time enables us to see areas where further training or supervision of staff needs to be deployed.

Staff are constantly reminded about their duty to report anything that appears unusual or worrisome. Staff POVA training is required to be updated regularly and recorded on the training matrix

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

The intergenerational project has seen children from the local Brownies or Robins come in the home to sing Christmas carols or take part in an Easter Egg hunts, or come just to entertain the residents with a sing song, both young and old have a great time with each other.

The well-being facilitators encourage all staff to take part in the group activities, every week we have some outside musical entertainer come in to encourage singing. The residents have very much enjoyed the Zoomania people who come in to show off their pets, or the Labrador man with his well-tempered dog that all the residents have got to know so well.

To help bring the residents into the digital era St Anne's has purchased a large interactive touch table that residents can use and bring colour and sound into their lives just by touching the screen.

With hundreds of Apps online there is an App that can hold the attention of anyone.

Google Earth allows residents to walk down memory lane by flying back to where the resident used to live and triggering conversation about the good times that were had there.

Contact with loved ones can be made even if that loved one lives in a different country – with the use of Messenger or Skype on the touch table. The table can tilt to any angle and is 32 inches big, so everything on it will be nice and large.

The home has recently purchased a mini bus for home use which will mean more frequent trips to the Garden Centre I'm sure! Rooms are generally redecorated on a rolling maintenance program, but we encourage residents to tell us how they want us to redecorate their personal rooms and we will accommodate as they would like us to. That means painting a certain colour or replacing wallpaper in the room to give it a homely feel, residents can choose from swatches if they wish.

Our well-being department tries their hardest to find out what each resident likes and dislikes or hates or hobbies are, to try and give a quality of life to our residents that makes them happy, we try to include all relatives to help us with this and for them to be included also. If we have a trip to the garden centre arranged then we would welcome relatives to enjoy that day also.

Picnics in the garden are held every Wednesday in the summer months, relatives are invited so all can get to know each other over finger food and berry cocktails, within beautiful flowered surroundings that are safe and secure for our residents that suffer with confused states,

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)	65
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	Fire Safety, Mental Capacity Act and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Catheterisation, Wound Management, Diabetes, Insulin and Blood Glucose Monitoring, End of Life, Palliative Care, Venepuncture, PEG Feed, Anaphylactic and First Aid, Falls Prevention, Recognition of Deterioration of Patients Sepsis and NEWS, GDPR
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	2
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	Fire Safety, Mental Capacity Act and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Catheterisation, Wound Management, Diabetes, Insulin and Blood Glucose Monitoring, Venepuncture, PEG Feed, Recognition of Deterioration of Patients Sepsis and NEWS, Effective Communication, GDPR

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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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

Filled and vacant posts

No. of staff in post	4
No. of posts vacant	0

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

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

Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	1
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Mental Capacity Act and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, End of Life, First Aid, Falls Prevention, Recognition of Deterioration of Patients Sepsis and NEWS, GDPR, Effective Communication

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	2
No. of staff working towards the required/recommended qualification	1

Nursing care staff

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

Filled and vacant posts

No. of staff in post	19
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	19
Health & Safety	19
Equality, Diversity & Human Rights	19
Infection, prevention & control	19
Manual Handling	19
Safeguarding	19
Medicine management	0
Dementia	19
Positive Behaviour Management	19
Food Hygiene	19
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Mental Capacity and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Falls Prevention, Recognition of Deterioration of Patients Sepsis and NEWS, GDPR, Effective Communication

Contractual Arrangements

No. of permanent staff	19
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)	19
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.	12 hour shifts either from 07:30 - 19:30 or 19:30 - 07:30. There are usually 6 nursing care assistants on shift at any one time not including senior nursing care staff or nurses
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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	15

Registered nurses	
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	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	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Mental Capacity Act and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Catheterisation, Wound Management, Diabetes/Insulin and Blood Glucose Monitoring, End of Life, Palliative Care, Venepuncture, PEG Feed, Anaphylactic, First Aid, Falls Prevention, Recognition of Deterioration in Patients, Sepsis and NEWS, G DPR < Effective Communication
<p>Contractual Arrangements</p>	
No. of permanent staff	2
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>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.	Day shifts are 07:30-19:30, Night shifts are 19:30-07:30, there is always at least one qualified nurse on every shift
Senior social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.	Fire Safety, Mental Capacity Act and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Recognition of Deterioration of Patients Sepsis and NEWS, GDPR, Effective Communication
<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)	0
No. of part-time staff (17-34 hours per week)	1
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.	A typical shift is 08:00-17:00
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0

No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	5
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, Mental Capacity and DOLS, Dignity and Respect, Pressure Ulcer Prevention, Person Centred Care, Falls Prevention, Recognition of Deterioration of Patients Sepsis and NEWS, GDPR, Effective Communication
<p>Contractual Arrangements</p>	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	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)	7
No. of part-time staff (17-34 hours per week)	3
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.	Shifts are 12 hours long, 07:30-19:30 and 19:30-07:30. There are usually 3-4 staff on at any one time

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
Domestic staff	
Does your service structure include roles of this type?	Yes
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	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	6
Safeguarding	9
Medicine management	0
Dementia	9
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Dignity and Respect
Contractual Arrangements	
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
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)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Catering staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	1
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH, Dignity and Respect
<p>Contractual Arrangements</p>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - repairs and maintenance, health and safety, improvements, odd jobs Activities Facilitators - event organisation, daily activities with residents, entertainment, facilitates communication between families and residents over the phone or video link or arranging visits Office, Finance and Admin - answering and fielding calls and emails, all administrative tasks, invoicing, payroll, contracts, recruitment, office management, stationary ordering
Filled and vacant posts	
No. of staff in post	6
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	6
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	1
Dementia	3
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity and DOLS, Dignity and Respect, Pressure Ulcer Prevention, GDPR, Effective Communication, Person Centred Care, Activities for Dementia
Contractual Arrangements	
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	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)	1
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

