

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 David's Foundation Hospice Care	
The provider was registered on:	23/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	St David's Hospice Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	Katherine Saysell
	Manager(s)	Gillian Tanner
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	St Davids Hospice Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	Katherine Saysell
	Manager(s)	Gillian Tanner
	Partnership Area	Powys
	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	Each member of staff has a annual appraisal where learning and development needs are identified. Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom/e-learning. Staff also have access to a monthly research & development meeting where various topics are covered. Educational updates are also available on the St David's Hospice Care intranet. Staff also have regular clinical supervision and team meetings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our staff, in the main, are very long standing employees. In order to encourage new employees, we have a permanent advert for both permanent & bank staff & encourage staff to work as flexibly as they wish. We actively encourage staff to work part time, in order to assist with the work life balance. Our staff well-being is at the core of our organisation & we provide many avenues to try & support & retain our staff. We have mental health first-aiders, a menopause group & we are mindful employers

Service Profile

Service Details

Name of Service	St Davids Hospice Care
Telephone Number	01633851051
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have access to an interpreting service and so therefore are happy to accommodate any language preference.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	4
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 questionnaires are sent out to all patients and families accessing services such as hospice at home, bereavement and U nicorn.</p> <p>Focus groups have been held with day hospice patients regarding current service delivery and future services.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Our Clinical Nurse Specialists work with patients and can discuss issues that may be having an impact on their life, whether they are physical, emotional, spiritual or social. The nurses have a good knowledge of what may help, including medication which may help to ease symptoms such as pain, nausea or breathlessness. The nurses always take the time to discuss the thoughts and feelings of the patient and give information to support them to make their own choices such as planning for the future.

The Hospice at Home service is responsive to patients' individual requirements, and our aim is to help patients remain in their own home if that is their choice.

The patient is always very much at the centre of the care and support offered according to their individual needs and concerns.

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.

In a recent staff survey, staff were asked if they feel able to support patients with regards to their ongoing health, development and over-all well-being. They were also asked what 'tools' could be provided to help improve this. The response was very positive suggesting the staff feel equipped to deal with this important aspect of patient care. One suggestion for improvement was a de-briefing session to consider and reflect on ongoing health, development and well-being, this comment has been taken on board and has now been incorporated into the regular team meetings.

We also asked a question about helping patients to feel more independent and more in control of their everyday lives. The responses were again very positive and all about working collaboratively with the patient to ensure they are very much involved in the care and support offered and working with the outcomes they want to achieve.

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

St David's Hospice Care believes that every person has a right to a lifestyle which maintains personal independence, safeguards privacy, offers genuine and informed choices, provides opportunities to enjoy and contribute to society and enables them to have their social, cultural and individual needs met. Every person has the right to protection from harm or exploitation within the context of the law and personal civil liberties.

All staff are provided with a number of policies during their induction period and asked to read the same – our safeguarding policy sets out responsibilities of staff where there is actual or suspected abuse or neglect. The policy ensures staff are aware of the clear procedure for the protection of adults at risk, to comply with regulated services and Acts and to heighten staff awareness.

The aim of the policy is to provide a framework for St. David's Hospice Care to work together effectively and in partnership with other agencies, adults at risk, their carers and communities in order to:

- Protect adults at risk from being exploited/abused
- Respond sensitively and coherently to reported incidents of self-neglect and abuse
- Co-ordinate action and services in order best to protect and assist the adult at risk
- Respond supportively to carers who may themselves be an adult at risk

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) 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

Manual Handling 1

Safeguarding 0

Dementia 0

Positive Behaviour Management 0

Food Hygiene 0

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

Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning. Staff also have access to a monthly research and development meeting where various topics are covered.

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	0
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
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning. Staff also have access to a monthly research and development meeting where various topics are covered.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	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 Service Manager	1
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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning. Staff also have access to a monthly research and development meeting where various topics are covered.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
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	0

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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	9
Dementia	13
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning. Staff also have access to a monthly research and development meeting where various topics are covered.
Contractual Arrangements	
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
<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)	10
No. of part-time staff (17-34 hours per week)	3
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	13
No. of staff working towards the 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.	Clinical Nurse Specialists (CNS) - Community based nurses Registered Nurses Hospice at Home Service - Providing overnight care in patient's homes
Filled and vacant posts	
No. of staff in post	40
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	40
Health & Safety	40
Equality, Diversity & Human Rights	40
Manual Handling	38
Safeguarding	36
Dementia	40
Positive Behaviour Management	0
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine management 38 Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning. Staff also have access to a monthly research and development meeting where various topics are covered.
Contractual Arrangements	
No. of permanent staff	40
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	24
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
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Service Profile

Service Details

Name of Service	St David's Hospice Care
Telephone Number	01633851051
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have access to an interpreting service and so therefore are happy to accommodate any language preference.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	4
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 questionnaires are sent out to all patients and families accessing services such as hospice at home, bereavement and U nicorn.</p> <p>Focus groups have been held with day hospice patients regarding current service delivery and future services.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No

Other

No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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

Our Clinical Nurse Specialists work with patients and can discuss issues that may be having an impact on their life, whether they are physical, emotional, spiritual or social. The nurses have a good knowledge of what may help, including medication which may help to ease symptoms such as pain, nausea or breathlessness. The nurses always take the time to discuss the thoughts and feelings of the patient and give information to support them to make their own choices such as planning for the future.

The Hospice at Home service is responsive to patients' individual requirements, and our aim is to help patients remain in their own home if that is their choice.

The patient is always very much at the centre of the care and support offered according to their individual needs and concerns.

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.

In a recent staff survey, staff were asked if they feel able to support patients with regards to their ongoing health, development and over-all well-being. They were also asked what 'tools' could be provided to help improve this. The response was very positive suggesting the staff feel equipped to deal with this important aspect of patient care. One suggestion for improvement was a de-briefing session to consider and reflect on ongoing health, development and well-being, this comment has been taken on board and has now been incorporated into the regular team meetings.

We also asked a question about helping patients to feel more independent and more in control of their everyday lives. The responses were again very positive and all about working collaboratively with the patient to ensure they are very much involved in the care and support offered and working with the outcomes they want to achieve.

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

from abuse and neglect

St David's Hospice Care believes that every person has a right to a lifestyle which maintains personal independence, safeguards privacy, offers genuine and informed choices, provides opportunities to enjoy and contribute to society and enables them to have their social, cultural and individual needs met. Every person has the right to protection from harm or exploitation within the context of the law and personal civil liberties.

All staff are provided with a number of policies during their induction period and asked to read the same – our safeguarding policy sets out responsibilities of staff where there is actual or suspected abuse or neglect. The policy ensures staff are aware of the clear procedure for the protection of adults at risk, to comply with regulated services and Acts and to heighten staff awareness.

The aim of the policy is to provide a framework for St. David's Hospice Care to work together effectively and in partnership with other agencies, adults at risk, their carers and communities in order to:

- Protect adults at risk from being exploited/abused
- Respond sensitively and coherently to reported incidents of self-neglect and abuse
- Co-ordinate action and services in order best to protect and assist the adult at risk
- Respond supportively to carers who may themselves be an adult at risk

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) 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

Manual Handling 1

Safeguarding 0

Dementia 0

Positive Behaviour Management 0

Food Hygiene 0

Please outline any additional training undertaken pertinent to this role which is not outlined above. Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning.

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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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
<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	1
No. of posts vacant	0
<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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

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
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	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.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning.
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
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	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	13
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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	9
Dementia	13
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning.
Contractual Arrangements	
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)	10
No. of part-time staff (17-34 hours per week)	3
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	13
No. of staff working towards the 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.	Clinical Nurse Specialists - Providing care to patients in the community Registered Nurses - Hospice at Home service - providing overnight care in patients own homes
Filled and vacant posts	
No. of staff in post	40
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	40
Health & Safety	40
Equality, Diversity & Human Rights	40
Manual Handling	38
Safeguarding	36
Dementia	40
Positive Behaviour Management	0
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff are all required to complete their mandatory training and additional role specific training as required. Training is a mix of classroom and e-learning.
Contractual Arrangements	
No. of permanent staff	40
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	24
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