

# 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:	The Manor House St.Hilary Ltd	
The provider was registered on:	21/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	MlsomHouse	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	02/11/2018
	Responsible Individual(s)	Susan Evans
	Manager(s)	Gillian Allison
	Maximum number of places	37
	Service Conditions	There are no conditions associated to this service
	The Manor House St.Hilary	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	21/09/2018
	Responsible Individual(s)	Susan Evans
	Manager(s)	Daniela Grad
	Maximum number of places	30
	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	Induction training, in house mandatory training via e learning, personal training logs for each employee, Local Authority linked training, QCF apprenticeships, ongoing in house additional trainings from senior staff. Local Health Board Training services. Training needs identified by pre admission assessment of residents or changing residents needs. Staff supervision and appraisal identified needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Adverts placed on Indeed and Gov.wales. Refer a friend scheme in house. Agency recruiting firms for nurse vacancies. Intra company transfers. Free external training, induction, on the job training from senior member of staff until skills and confidence in role are gained. We pay Social Care Wales registration fees where applicable. We financially support senior staff to gain further qualifications. We fund private healthcare for senior staff on a discretionary basis. Competitive pay rates.

## Service Profile

### Service Details

Name of Service	Milsom House
Telephone Number	01446750166
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	67
--	----

##### Fees Charged

The minimum weekly fee payable during the last financial year?	995
The maximum weekly fee payable during the last financial year?	1178

##### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Family /resident reviews Service questionnaires informal group resident meetings formal and informal individual resident/family meetings opinions and preferences expressed during activities Suggestion box

##### Service Environment

How many bedrooms at the service are single rooms?	37
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	31
How many bathrooms have assisted bathing facilities?	3
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	2 Enclosed Courtyard gardens where residents can contribute to raised bed/container gardening
Provide details of any other facilities to which the residents have access	cinema facilities library facilities Private dining by arrangement In room hairdressing

##### 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.

Milsom House considers a wide range of views and information to confirm that people's needs are met and support them to have a good quality of life.

Personal detailed care plans based on preadmission assessments. These are further developed in line with people's preferences, providing staff with an outline of the person's needs. Care plans and relevant risk assessments are reviewed regularly and as needed to ensure that the information contained continues to reflect the person's needs and wishes.

There is a programme of activities in place to include a choir, cinema club, exercise, arts and crafts, visiting musicians, gardening etc. People can choose where they spend their time and are supported by staff whether they wish to attend the activities or access the garden. People are able to attend regular communication if they wish.

Family reviews allow residents to shape care plans and the pattern of their daily lives. A close relationship between the residents, their families and the home's management guarantees that the residents are fully empowered. We understand the needs of our residents. This claim is evidenced through the response to our 22 questionnaire. All respondents have answered Excellent or Good to the question "How Would You Describe The Care That We Provide". Anecdotal evidence in the form of positive oral feedback, thank you cards, letters and gifts expressing gratitude for the quality of care received.

All residents are given a written guide to the service which includes information to help them understand the culture of the service and what is provided, also available through the medium of Welsh and large print. We ensure people know who to approach if they have concerns and they have access to independent advocates as needed. There is a complaints policy. No formal complaints have been received in the last year.

We offer a choice of meals suitable to individual dietary needs.

Daily discussions between staff and residents relate to the menu choices of the day. Residents have the option of communal or private dining, with rolling menus refreshed on a monthly basis, reflecting seasonality, celebrations, requests and personal preferences. The residents' and guests' feedback for our food is very good. We regard our culinary offer as a strong point. Following an inspection from Food Standard Agency in January 2022, Milsom House was awarded a food hygiene rating of five, which is "Very Good".

<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>The stability of our long serving management team has contributed to an effective and respected leadership of the home. To maintain ongoing health and wellbeing, referrals to a wide range of healthcare professionals are made. Timely referrals have allowed us to develop good relationships with visiting professionals and gives the reassurance that Milsom House delivers a high standard of care.</p> <p>Quality Review Systems work collectively to ensure that our residents can live their best lives. Regular detailed clinical and non-clinical audits are in place in relation to key areas of service delivery, including falls, nutrition, medication, mental health, skin, infection control and responses to call bell system. These ensure oversight of the service and identify where and how standards can be further improved.</p> <p>We use Care Plans and Resident Intervention Charts effectively. Resident Intervention Charts are completed by all staff, to accurately record social and care interventions.</p> <p>Our Statement of Purpose makes it clear we specialise in Palliative Care. All our nurses are specialised in Palliative Care with one nurse holding a BSc in Palliative Care from Cardiff University.</p> <p>The options for recreational activities become more limited as the health of individuals decline. To ensure that people's wellbeing is maintained we focused on including the families as much as possible into the home's life, encouraging people to eat and spend quality time together. However, ongoing Covid 19 outbreaks and accompanying limitations affecting gatherings and visiting, have had an impact on activities such as choir or group visits.</p> <p>There is an established staff team in place, with a low turnover, the need for agency staff is rare. Internal systems and processes, such as supervision and appraisal, are in place to oversee the developmental needs of staff, to ensure they maintain the skills and knowledge to deliver safe care and are fully equipped to make positive contributions to the well-being of the residents. An extensive staff training programme has been implemented, both external and internal. New staff complete an induction programme using the Social Care Wales framework. Recruitment for suitably qualified and skilled nurses and motivated carers remains a priority. Milsom House always encourages, facilitates and funds continuous professional development for all staff.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are protected from harm as there are internal policies in place and staff receive necessary training. Staff training, mentoring and supervision ensures that inadvertent forms of abuse such as failure to engage in conversation with residents, failure to help residents achieve best possible nutrition and hydration or physical comfort are eliminated.</p> <p>We have robust safeguarding policies and procedures in place for reporting abuse and neglect, both internally and to the Safe guarding of Vulnerable Adults team. Although such events are rare, they are taken very seriously, and our policy and procedures are constantly under review. There were 2 events in the last year.</p> <p>Similarly, there are internal policies to ensure people's personal information are securely stored. The IT equipment is password protected.</p> <p>Deprivation of Liberty Safeguards (DoLS) authorisations have been applied for as necessary, to ensure the service is acting in people's best interest. All staff receive DoLS awareness training at induction and refresher training thereafter.</p> <p>We have a care culture where staff feel encouraged and able to whistle blow, there are policies in place to ensure those who report concerns are protected.</p> <p>We ensure that legally required information and / or documentation in relation to recruitment is in place such as proof of identity, Disclosure and Barring Service (DBS) checks, employment history and references.</p>

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

Milsom House environment supports people to achieve positive well-being where people benefit from sufficient personal and communal spaces. All our accommodation is safe and suitable and has the advantage of appearing less institutional than other homes. We notice that a high number of our residents have expressly chosen to transfer to Milsom House from larger purpose built homes. Of our admissions in the last year 30% have had prior experience of Milsom House and have chosen to wait for a vacancy here.

A very frequent and thorough cleaning routine ensures that the unwelcome characteristics of institutional care, such as poor odour and stained surfaces are entirely avoided.

Considerable resources are expended on decorations and fresh flowers to freshen and brighten the environment and we are proud of the attention to detail we create in our dining arrangements. Residents are encouraged to personalise their rooms as to meet individual needs.

Various systems have been installed, upgraded, or surveyed for the ongoing facilities programme to include the call system, and extension of reliable WiFi to all rooms in the home. The kitchen environment and equipment have an ongoing upgrading programme which has been reflected in our most recent award. One of our courtyard gardens has been totally refurbished and can be enjoyed by all residents.

There is a continual program of decoration, painting and maintenance so we can offer an environment which enhances people's comfort and well-being. To ensure the home is safe and well-maintained internal policies, records and safety checks are completed and reviewed regularly and as needed.

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)	33
--	----

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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes, nutrition and diet, Fire theory and practical, SALT, Oral Health ,Catheterisation, Palliative Care

#### 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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire,SALT,Person Centred Care,Nutrition and Diet, DOLS,

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### 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	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Record Keeping, DOLS, QCF Level3 Leadership and Management in progress

#### 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 social care worker	0
No. of staff working towards the required/recommended qualification	1

#### Nursing care staff

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

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

#### Filled and vacant posts

No. of staff in post	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
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, Person Centred Care, Pain Management, Diabetes, Nutrition and Diet, DOLS, Continence promotion

#### 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

#### 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.	7.15am-19.30pm x1
---	-------------------

#### Staff Qualifications

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

#### Registered nurses

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

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

#### Filled and vacant posts

No. of staff in post	5
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	5
Equality, Diversity & Human Rights	0
Infection, prevention & control	5
Manual Handling	3
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Syringe Driver, Fire, DOLS, Oral Health, Person Centred Care, Diabetes, Nutrition and Diet, Continence promotion, Catheterisation, NVQ level 5 Health and Social Care Leadership
<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)	4
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.	Day 7.15am -19.30pm x 1 Night 19.15pm -7.30am x1
<p>Senior social care workers providing direct care</p>	
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	3
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	0
Health & Safety	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, SALT, Person Centred Care, Diabetes, Nutrition and Diet, DOLS, Continence Promotion

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	1
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.	7.15am-19.30pm x2 7.15am-14.15pm x1
---	--

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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

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	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9
Manual Handling	6
Safeguarding	3
Medicine management	0
Dementia	8
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Bed Rails, SALT, DOLS, Contenance Promotion, Diabetes, Nutrition and Diet, Person Centred Care, N VQ Health and Social Care 2
<p>Contractual Arrangements</p>	
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
<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)	9
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.	7.15am - 19.30pm x 3 19.30pm- 7.30am x 2 7.15am - 14.15pm x 1 14.00pm-21.00pm x 1
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	1
<p>Domestic staff</p>	
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	7
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	3
Health & Safety	7
Equality, Diversity & Human Rights	0
Infection, prevention & control	7
Manual Handling	7
Safeguarding	7
Medicine management	0
Dementia	6
Positive Behaviour Management	5
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, DOLS, Diabetes, COSH,SALT,
Contractual Arrangements	
No. of permanent staff	7
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)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	4
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>	
Filled and vacant posts	
No. of staff in post	3
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	3
Equality, Diversity & Human Rights	0
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	0
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Record Keeping, First Aid ,SALT, Diabetes, Nutrition and diet ,DOLS, Food presentation, Table Service, Vegetarian Diets, Allergies

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification	3
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 Manager, The post holder is responsible for the general maintenance of all the Company Properties.in keeping with high quality Care Homes. Responsibilities include Health and Safety, Decoration, Repairs within capabilities, Liaising with outside specialists when needed.  Maintenance Assistant, Support the Maintenance Manager in his duties.

#### Filled and vacant posts

No. of staff in post	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Dols,First Aid,

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0

### Service Profile

#### Service Details

Name of Service	The Manor House St.Hilary
Telephone Number	01446772195
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	No other languages used in the provision of service but other languages spoken by some staff

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	48
--	----

### Fees Charged

The minimum weekly fee payable during the last financial year?	1155
The maximum weekly fee payable during the last financial year?	1300

### Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	Family /resident reviews Service questionnaires informal group resident meetings formal and informal individual resident/family meetings opinions and preferences expressed during activities Suggestion box

### Service Environment

How many bedrooms at the service are single rooms?	30
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	21
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Large grounds with country/sea view. Courtyard garden Terrace
Provide details of any other facilities to which the residents have access	Private Dining Room Residents Library Cinema Facility In room hairdressing

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

### Statement of Compliance



The Responsible Individual must prepare the statement of compliance.

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

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

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

The Manor House considers a wide range of views and information to confirm that people's needs are met and support them to have a good quality of life.

Personal detailed care plans based on preadmission assessments. These are further developed in line with people's preferences, providing staff with an outline of the person's needs. Care plans and relevant risk assessments are reviewed regularly and as needed to ensure that the information contained continues to reflect the person's needs and wishes.

There is a programme of activities in place; this includes choir, reading and cinema clubs, exercise, arts and crafts, visiting musicians, etc. People can choose where they spend their time and are supported by staff whether they wish to attend the activities or access the garden. People are able to attend regular communion if they wish.

Family reviews allow residents to shape care plans and the pattern of their daily lives. A close relationship between the residents, their families and the home's management guarantees that the residents are fully empowered. We understand the needs of our residents. This claim is evidenced through the response to our questionnaire in July 22. All respondents have answered Excellent or Good to the question "How Would You Describe The Care That We Provide". Anecdotal evidence in the form of positive oral feedback, thank you cards, letters and gifts expressing gratitude for the quality of care received.

All residents are given a written guide to the service which includes information to help them understand the culture of the service and what is provided, also available through the medium of Welsh and large print. We ensure people know who to approach if they have concerns and they have access to independent advocates as needed. There is a complaints policy. No formal complaints have been received in the last year.

We offer a choice of meals suitable to individual dietary needs.

Daily discussions between staff and residents relate to the menu choices of the day. Residents have the option of communal or private dining, with rolling menus refreshed on a monthly basis, reflecting seasonality, celebrations, requests and personal preferences. The residents' and guests' feedback for our food is very good. We regard our culinary offer as a strong point. Following an inspection from Food Standard Agency in April 2022 The Manor House was awarded a food hygiene rating of five, which is "Very Good".

<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>The stability of our long serving management team has contributed to an effective and respected leadership of the home. To maintain ongoing health and wellbeing, referrals to a wide range of healthcare professionals are made. Timely referrals have allowed us to develop good relationships with visiting professionals and gives the reassurance that The Manor House delivers a high standard of care.</p> <p>Quality Review Systems work collectively to ensure that our residents can live their best lives. Regular detailed clinical and non-clinical audits are in place in relation to key areas of service delivery, including falls, nutrition, medication, mental health, skin, infection control and responses to call bell system. These ensure oversight of the service and identify where and how standards can be further improved.</p> <p>We use Care Plans and Resident Intervention Charts effectively. Resident Intervention Charts are completed by all staff, to accurately record social and care interventions.</p> <p>Our Statement of Purpose makes it clear we specialise in Palliative Care. All our nurses are specialised in Palliative Care. The options for recreational activities become more limited as the health of the individual's declines. To ensure that people's wellbeing is maintained we focused on including the families as much as possible into the home's life, encouraging people to eat and spend quality time together. However, ongoing Covid 19 outbreaks and accompanying limitations affecting gatherings and visiting are having an impact on activities such as choir or group visits.</p> <p>There is an established staff team in place, with a low turnover, agency staff is very rarely used. Internal systems and processes, such as supervision and appraisal, are in place to oversee the developmental needs of staff, to ensure they maintain the skills and knowledge to deliver safe care and are fully equipped to make positive contributions to the well-being of the residents. An extensive staff training programme has been implemented, both external and internal. New staff complete an induction programme using the Social Care Wales framework. Recruitment for suitably qualified and skilled nurses and motivated carers remains a priority. The Manor House always encourages, facilitates and funds continuous professional development for all staff.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are protected from harm as there are internal policies in place and staff receive necessary training. Staff training, mentoring and supervision ensures that inadvertent forms of abuse such as failure to engage in conversation with residents, failure to help residents achieve best possible nutrition and hydration or physical comfort are eliminated.</p> <p>We have robust safeguarding policies and procedures in place for reporting abuse and neglect, both internally and to the Safeguarding of Vulnerable Adults team. Although such events are rare, they are taken very seriously, and our policy and procedures are constantly under review. There were no such events in the last year.</p> <p>Similarly, there are internal policies to ensure people's personal information are securely stored. The IT equipment is password protected.</p> <p>Deprivation of Liberty Safeguards (DoLS) authorisations have been applied for as necessary, to ensure the service is acting in people's best interest. All staff receive DoLS awareness training at induction and refresher training thereafter.</p> <p>We have a care culture where staff feel encouraged and able to report concerns are protected.</p> <p>We ensure that legally required information and / or documentation in relation to recruitment is in place such as proof of identity, Disclosure and Barring Service (DBS) checks, employment history and references.</p>

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

The Manor House environment supports people to achieve positive well-being where people benefit from sufficient personal and communal spaces. All our accommodation is safe and suitable and has the advantage of appearing less institutional than other homes. We notice that a high number of our residents have expressly chosen to transfer to The Manor House from larger purpose built homes. Of our admissions in the last year 30% have had prior experience of The Manor House and have chosen to wait for a vacancy here.

A very frequent and thorough cleaning routine ensures that the unwelcome characteristics of institutional care, such as poor odour and stained surfaces are entirely avoided.

Considerable resources are expended on decorations and fresh flowers to freshen and brighten the environment and we are proud of the attention to detail we create in our dining arrangements. Residents are encouraged to personalise their rooms as to meet individual needs.

Various systems have been installed or upgraded to include the call system, Loop system, and extension of reliable WiFi to all rooms in the home. The kitchen environment and equipment have been upgraded which has been reflected in the award of the highest environmental grading. Our central courtyard garden has been totally refurbished and can be enjoyed by all moving around the home.

There is a continual program of decoration, painting and maintenance so we can offer an environment which enhances people's comfort and well-being. To ensure the home is safe and well-maintained internal policies, records and safety checks are completed and reviewed regularly and as needed.

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)	31
--	----

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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	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.	MUST/Nutrition, Cough Assist Equipment, Syringe Driver, Preventing Urinary Tract Infection, Wound care Venous Leg Ulcer Management, Managing Genital Oedema, Winter Preparedness Care Home Guidance PHW, Quality Services Escalating Concerns, Oral Health, DOLS, Fire, First Aid

#### Contractual Arrangements

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

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

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

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

#### Deputy service manager

Does your service structure include roles of this type?	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	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	0
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Oral Health, Stress Management, Obesity in Adults, Autism, Minute Taking, Climate Change in Business, Bullying for Managers, Physical Activity, Communication, Dealing with Change
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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Nursing care 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	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	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.	Fire Safety, First Aid, Deprivation of Liberties, Record Keeping, Death and Dying, Oral Health, Urinary Tract Infection Prevention, Hepatitis, Drug Misuse, Cough Assist Equipment, Supervision and Appraisal, Pressure Care, Covid 19 and PPE MUST/Nutrition
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.	morning shift:7.15am -14.15pm x1 afternoon shift 14.00pm - 21.00pm x1
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	0
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	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	2
Health & Safety	6
Equality, Diversity & Human Rights	4
Infection, prevention & control	6
Manual Handling	6
Safeguarding	2
Medicine management	6
Dementia	5
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire,Dolls,Record Keeping,Death and Dying,Wound Care,Pressure Care,Syringe Driver,Urinary Tract Infection Prevention,First Aid,Drug Misuse,Oral Health,Confidentiality,Obesity,Dementia Focus,
<p>Contractual Arrangements</p>	
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
<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)	5
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.	Night duty 20.45 pm - 7.30 am x 1 Long Day 7.15 am - 21.00pm x1 Morning Shift 7.15am - 14.30pm x1 Afternoon shift 14.00pm - 21.00.pm x1
<p>Senior social care workers providing direct care</p>	
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	10
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	1
Health & Safety	3
Equality, Diversity & Human Rights	4
Infection, prevention & control	10
Manual Handling	10
Safeguarding	6
Medicine management	1
Dementia	8
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety,First Aid,Deprivation of Liberties,Record Keeping,Death and Dying,Oral Health,Urinary Tract Infection Prevention, Hepatitis,Drug Misuse,Cough Assist Equipment,Supervision and Appraisal,Pressure Care,Covid 19 and PPE

#### Contractual Arrangements

No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	7
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.	7.15 am - 14.15pm x2 14.00pm - 21.00pm x2. 11.00am-18.00pm x1 17.00pm-23.00pm x1 20.45pm- 7.30pm x1
---	---

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
--	---



No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<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	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	2
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety, First Aid, Deprivation of Liberties, Record Keeping, Death and Dying, Oral Health, Urinary Tract Infection Prevention, Hepatitis, Drug Misuse, Cough Assist Equipment, Supervision and Appraisal, Pressure Care, Covid 19 and PPE
<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)	3
No. of part-time staff (17-34 hours per week)	2
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.	7.15 am - 14.15pm x2 14.00pm - 21.00pm x1 11.00am-18.00pm x1 17.00pm-23.00pm x1 20.45pm- 7.30pm x1

<b>Staff Qualifications</b>	
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	3
<b>Domestic staff</b>	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	5
Manual Handling	3
Safeguarding	2
Medicine management	0
Dementia	5
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Fire Safety, COSH, DOLS, Death and Dying, Covid19 and PPE, Record Keeping, Table Service skills
<b>Contractual Arrangements</b>	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
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>	
Filled and vacant posts	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	4
Manual Handling	3
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Table Service, In room service of food and beverages, Modified food and drink consistencies, Requirements of personal preference diets. Requirements to meet needs of various medical conditions e.g. Stoma, Coeliac Disease, Diabetes Presentation of food Hospitality Fire Safety, DOLS, First Aid, Eating Disorders ,Record Keeping, Dysphagia, Covid 19 and PPE,MUST/Nutrition
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	4
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 Manager, The post holder is responsible for the general maintenance of all the Company Properties.in keeping with high quality Care Homes. Responsibilities include Health and Safety, Decoration, Repairs within capabilities, Liaising with outside specialists when needed.  Maintenance Assistant, Support the Maintenance Manager in his duties.
Filled and vacant posts	
No. of staff in post	2
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	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	2
Manual Handling	2
Safeguarding	1
Medicine management	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire, Dols,First Aid,
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	1

No. of staff working toward required/recommended qualification	0
--	---