

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:	Treherne Care and Consultancy Ltd	
The provider was registered on:	18/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Treherne Care Group (Domiciliary Care)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/10/2018
	Responsible Individual(s)	Michael Roach
	Manager(s)	Patricia Morris
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service
	Tremora Cottage	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	18/10/2018
	Responsible Individual(s)	Michael Roach
	Manager(s)	Ian Bourne
	Maximum number of places	3
	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	All training is identified through supervision, appraisals, team meetings and service user specific needs. On-line training programmes are monitored to ensure all staff are engaging and keeping up to date with training requirements. Workshops are facilitated to enable staff to complete required training. External training providers are also used to facilitate mandatory training. Additional in-house services also provide training on service user specific topics.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We maintain a constant recruitment drive to cover both shortfalls and future developments. This includes Job Fairs, Advertising via on-line platforms, and local bulletins. We also have a monetary bonus scheme for recommend a friend, and also on successful completion of probation. We have processes in place to enable staff to progress and obtain relevant qualifications. We have a reward and recognition scheme also and a quarterly draw. We have an employee assistance programme to aid welfare.

Service Profile

Service Details

Name of Service	Treherne Care Group (Domiciliary Care)
Telephone Number	01341424650
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?	35
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.83
The maximum hourly rate payable during the last financial year?	21.60

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?	questionnaires and discussions with individuals or their represent atives who are willing to engage. feedback from CHC reviews and MDT meetings.

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>All the people we support are able to make choices about their care and support through discussions with them or their representatives (those not able to communicate choice due to their capacity), use of questionnaires, active participation in their Person centred support plans and decision making about how we support them, this includes choice of where they live, who supports them, what assistance they need/want, what activities they wish to engage in either in their homes or the local community, engagement with family and significant others. Individuals are provided with information on opportunities available to them through a range of media sources, these opportunities can be social events, educational resources including colleges, employment avenues, cultural and spiritual facilities. The support staff facilitate all choices/decisions made by service users providing they do not contravene any legalities or put them at undue risk. Service users are supported to communicate their needs and wishes through their preferred communication method, be it spoken Welsh/English, PECs, Makaton.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All service users are supported to choose and register with a local primary health care team (GP Surgery), dentists, opticians and other health related professionals. Staff support individuals to access health professionals and provide advice and guidance when they need to access them. Individuals are supported to maintain their prescribed treatment regimes and staff monitor this to ensure there are no adverse reactions etc. Individuals are advised, encouraged and supported to maintain a healthy and balanced diet, however those who have capacity to not take on the advice given by staff or health professionals e.g. those who like "ready meals" have their choice respected and staff monitor them to ensure they remain as healthy as possible. All staff support individuals to maintain a healthy living environment to promote both physical and psychological well-being, encouraging good standards of hygiene within their homes (as much as the individual will allow depending on their ability and mental capacity). Staff ensure they follow procedures for infection prevention and control, through good hygienic practices and use of appropriate PPE as the situation dictates.</p> <p>Individuals are supported to access and engage with therapy and therapeutic activities for their psychological well-being, this may be through professionals or more social and community based facilities. Staff ensure individuals are not left feeling isolated whilst respecting their right to privacy and wishes to be on their own and not engage with others. Individuals are supported to choose activities and engagement with opportunities for exercise and mobility e.g. local Gyms, sports avenues, walks, etc. Individuals are supported to access and engage with their interests within the community or other means that make them happy and that they enjoy, e.g. music, arts, sports, cinemas. All aspects that relate to an individuals health, personal development and overall well-being are incorporated into their person centred plans.</p>

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

All individuals are supported to maintain their safety at all times. They are given appropriate advice and guidance on keeping safe and secure within their homes and the wider community, this will include reminding to lock their doors at night and when they are out of their homes, safe behaviour when out and about etc. Advice may include keeping their money or other values in a safe place, in some instances advice will include how to avoid being scammed by on-line or telephone communications which may lead to an individual giving over bank details etc. to a criminal, if this happens they are supported to report to the fraud squad immediately. Appropriate risk assessments and management strategies are in place to support individuals to live their lives safely and for them to have the reassurance that they supported to stay safe and protected from any form of harm from others. Individuals are encouraged and supported to communicate and report any concerns they have (use of advocacy is encouraged for those unable to communicate themselves) about their safety. Any reports of suspected or actual abuse or neglect are reported to the appropriate authorities immediately and additional safeguarding measures put in place to ensure an individual reporting abuse or neglect are reassured that are safe from further harm. Staff provide guidance on safe practice on social media etc. Individuals are able to express how they wish to be supported to keep safe and this is within their person centred support plans. Individuals and their representative's are encouraged to provide feedback on how much they feel safe and protected. Individuals are enabled to feel that they are part of the community and not discriminated against and prevented from participating and accessing facilities. Any individuals subject to DoLS are supported in a manner that is as least restrictive as is possible. Staff are provided with relevant training on Safeguarding and other legislative frameworks to ensure they are able to keep individuals safe and protected, and how and to whom they report any concerns about the safety and well-being of an individual they support. Individuals are reassured that any complaints/allegations they make are treated with respect and that we will deal with their concerns seriously and keep them up to date of any actions taken to maintain their safety.

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	105
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type

Service Manager

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

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA Compliance for Managers and RI. Mental Health First Aid Advanced. GDPR.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</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	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	1st aid train the trainer (1 person), Mental Health and Suicide (1) Supervision (2) MCA & DoLS, Basic life support, 3 day 1st aid at work (1), GDPR advanced, Conflict management, Safer recruitment, Person centred Care, Lone working, Documentation and record keeping,

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 to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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

Filled and vacant posts

No. of staff in post	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ligature (1), Education & Training Level 3 Award (1) Basic life support, Documentation and record keeping, Fire Awareness, Lone working, Person centred care, Acquired Brain Injury, Autism awareness (1) Communication (1), Diabetes awareness (1), Dysphagia and Texture modification (1) Epilepsy (1), Falls, preventing and managing (1) Mental Health (1), Learning disabilities (1) MCA & DoLS, Patient consent, Personality Disorder (1), GDPR, Self-harm (1) sepsis awareness (1), ((1), relates to the T&D Manager)

Contractual Arrangements

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

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

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

Staff Qualifications

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

Senior social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	8
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	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Coaching and mentoring (2), Ligature (4) MHFA (1), Suicide and self harm (2) Supervision (2), MCA & DoLS, Basic life support (4) 3 day 1st aid at work (3), GDPR advanced, Conflict management (2), Safer recruitment, Person centred Care, Lone working, Documentation and record keeping (2), FASD (3), Makaton (3)

Contractual Arrangements

No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	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	8
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	88
No. of posts vacant	18

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	26
Health & Safety	108
Equality, Diversity & Human Rights	106
Manual Handling	108
Safeguarding	112
Dementia	109
Positive Behaviour Management	8
Food Hygiene	104
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired Brain Injury, Autism awareness, Basic life support, communication, Data protection and GDPR, Diabetes awareness, Dignity and respect, documentation and record keeping, Dysphagia, End of life care, epilepsy, fluids and nutrition, Learning disabilities, Lone working, MCA & DoLS, Mental Health, Oral health, Patient consent, Person centred care, Pressure ulcer risk assessment, Self-harm, Sepsis awareness, sharps awareness, Urinary incontinence types and causes, 3 day 1st aid at work (3), FAS D (2) Schizophrenia, suicide and self-harm, ligature (8)

Contractual Arrangements

No. of permanent staff	77
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10

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)	61
No. of part-time staff (17-34 hours per week)	17
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	72
No. of staff working towards the required/recommended qualification	5

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 workers and groundsmen/gardeners (3) Assistant Psychologist who provides support and guidance on Active Support and PBS, works with our consultant psychologist and psychotherapist, provides therapy support to individuals

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	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Assistant psychologist: Basic life support, Dignity and respect, Documentation and record keeping, Lone working, Person Centred Care, HCR-20 risk assessment, SAPROF.</p> <p>Maintenance team: 3 day first aid at work (1), Basic life support, fire awareness (2) Asbestos, Legionella, Working at height, Person centred care (1) Documentation and record keeping (1)</p>
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

Service Profile

Service Details

Name of Service

Tremora Cottage

Telephone Number	01341 280775
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	1414.12
The maximum weekly fee payable during the last financial year?	2293.05

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?	questionnaires and discussions with individuals

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	there is a patio area outside of the kitchen and lounge at the rear of the property, plus a lawn and garden area.
Provide details of any other facilities to which the residents have access	access to the garage for storage and laundry facility.

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

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.

All the people we support are able to make choices about their care and support through discussions with them or their representatives (those not able to communicate choice due to their capacity), use of questionnaires, active participation in their Person centred support plans and decision making about how we support them, this includes choice of where they live, who supports them, what assistance they need/want, what activities they wish to engage in either in their homes or the local community, engagement with family and significant others. Individuals are provided with information on opportunities available to them through a range of media sources, these opportunities can be social events, educational resources including colleges, employment avenues, cultural and spiritual facilities. The support staff facilitate all choices/decisions made by service users providing they do not contravene any legalities or put them at undue risk. Service users are supported to communicate their needs and wishes through their preferred communication method, be it spoken Welsh/English.

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.

All service users are supported to choose and register with a local primary health care team (GP Surgery), dentists, opticians and other health related professionals. Staff support individuals to access health professionals and provide advice and guidance on when they need to access them. Individuals are supported to maintain their prescribed treatment regimes and staff monitor this to ensure there are no adverse reactions etc. Individuals are advised, encouraged and supported to maintain a healthy and balanced diet, however those who have capacity to not take on the advice given by staff or health professionals e.g. those who like "ready meals" have their choice respected and staff monitor them to ensure they remain as healthy as possible. All staff support individuals to maintain a healthy living environment to promote both physical and psychological well-being, encouraging good standards of hygiene within their homes (as much as the individual will allow depending on their ability and mental capacity). Staff ensure they follow procedures for infection prevention and control, through good hygienic practices and use of appropriate PPE as the situation dictates.

Individuals are supported to access and engage with therapy and therapeutic activities for their psychological well-being, this may be through professionals or more social and community based facilities. Staff encourage individuals not to isolate themselves in their rooms whilst respecting their right to privacy and wishes to be on their own and not engage with others. Individuals are supported to choose activities and engagement with opportunities for exercise and mobility e.g., local Gyms, sports avenues, walks, etc. Individuals are supported to access and engage with their interests within the community or other means that make them happy and that they enjoy, e.g. music, arts, sports, cinemas. Activities within the home are also encouraged to promote a sense of unity and belonging this may be card/board games etc. or doing things in the communal garden. All aspects that relate to an individual's health, personal development and overall well-being are incorporated into their person centred plans.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Each person is supported to maintain their safety at all times. They will be given appropriate advice and guidance on staying safe in the home and wider community, this will include reminders to lock their bedroom doors when out of the home, behaviour when out in the wider community. Advice may include keeping their money or other values in a safe place, in some cases advice will include how to avoid being scammed through online or telephone communication which may result in an individual giving over bank details etc. for an offender, if this happens, he is supported to report to the fraud squad immediately. Appropriate risk assessments and management strategies are in place to support individuals to live their lives safely and so that they have the assurance that they are supported to stay safe and protected from any form of harm from others. Individuals are encouraged and supported to communicate and report any concerns they may have (the use of advocacy for those unable to communicate themselves is encouraged) about their safety. Any reports of suspected or actual abuse or neglect will be reported to the appropriate authorities immediately and additional safeguards are put in place to ensure that an individual reporting abuse or neglect is ensured that they are safe from further harm. Staff provide guidance on safe practices on social media etc. Individuals can express how they want to be supported to stay safe and this is within their person-centred support plans. Individuals and their representatives are encouraged to provide feedback on how much they feel safe and protected. Individuals are enabled to feel that they are part of the community and not discriminated against and prevented from participating and accessing facilities. Any individuals subject to DoLS are supported in as restrictive a manner as possible. Staff are given relevant training on Safeguarding and other legislative frameworks to ensure they are able to keep individuals safe and protected, and how and to whom they report any concerns for the safety and well-being of an individual they support. Individuals are reassured that any complaints/allegations they make are treated with respect and that we will deal with their concerns seriously and update them on any action taken to maintain their safety.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Individuals are provided with a calm and enabling environment for the three gentlemen. Each individual has been encouraged to personalise their own living space and contribute to decisions about the communal spaces. Each individual chooses their own shopping and meal plans each week, they are also encouraged and enabled to prepare and cook their own meals. Individuals have had the choice of their rooms to enable them to live as well as they can, e.g. the eldest gentleman was given the option of moving to a ground floor room when it became available as he was struggling with stairs when living on the first floor. All three gentlemen are able to make use of the communal garden and are encouraged to grow vegetables etc. The home is warm and welcoming, however it is in need of some refurbishment which is being addressed, the gentlemen will be consulted on any décor for shared spaces. Staff ensure the home is maintained to high standard of hygiene and follow all infection prevention and control measures. Each individual has their own bathroom/toilet and is adapted to their needs. Staff have their own toilet facility. A bunkabin is situated at the front of the house which was put in place due to Covid-19, it provided additional W/C facility and a safe place for staff and visitors to do Covid tests, now used as additional office space for supervisions etc. Individuals are supported and encouraged to access the local community. They are encouraged to walk into the local town (their physical ability allowing) or staff take them out in the company vehicle. Individuals book the car for longer trips out of the area on a shared approach to ensure it is fair for all. All faults and problems with the property are reported to the properties manager promptly by the Manager at the home. There is an ongoing maintenance plan and work is scheduled as needed, depending on level of urgency and how it is impacting on the well-being of individuals. Staff complete all necessary Health and Safety checks daily and weekly, (this will include Fridge temperatures and Fire Safety equipment etc) reporting any anomalies to the Manager who then passes it on to the appropriate persons.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

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

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

Staff Type

Service Manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Suicide and self harm, DoLS, MCA and DoLS, GDP R advance, Conflict Management, Person Centred Care, Basic Life Support, Documentation and record keeping, lone working, Safer recruitment,
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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

Filled and vacant posts

No. of staff in post	6
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	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6

Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Acquired brain injury, Autism awareness, Basic life support, Communication, GDPR, Dementia awareness, Diabetes awareness, Documentation and record keeping, Dysphagia, fire safety awareness, Fluids and nutrition, Lone working, MCA & DoLS, Mental Health, Learning Disabilities, Patient Consent, Pressure Ulcer Risk Assessment, Self Harm, Sepsis awareness, urinary incontinence types and causes, person centred care
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
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.	all staff work 12 hr shifts two per day shift 8am to 8pm and one at night 8pm to 8am. the night staff work a week on week off. day staff usually work Monday Tuesday and Saturday Sunday one week and Wednesday to Friday the alternate week
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

