

## 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:	TY CWM GWENDRAETH LIMITED	
The provider was registered on:	31/07/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty OwmGwendraeth	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	31/07/2020
	Responsible Individual(s)	Aldo Picek
	Manager(s)	Aimee Holloway, Susan Lewis-Ball
	Maximum number of places	49
	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	TCG has dedicated L+D Team (Manager and trainers)- one supports TCG. All new TCG staff get a 5-day induction prior to starting . Manual Handling (MH) and Positive Behavioural Support/Positive Behavioural Management (PBS/PBM) is also included in induction , refresher and follow up in TCG. An e-learning suite is complete on induction and refreshed annually. The L+D Manager contributes to the weekly Senior Manager Team (SMT) and monthly training meeting (including RIs) discuss TCG's training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	TCG has a dedicated People and Culture (P+C) team one of whom is dedicated to TCG. All new TCG staff are interviewed and do a trial shift. This is followed by a 5-day induction and a 24-week induction period with an 'induction' booklet of learning outcomes and supervisions. There is a weekly review of staffing in TCG with their Managers the P+C team. The weekly SMT includes P+C. P+C have their own weekly review meeting. TCG's RI attends a monthly business review which includes P+C issues.

## Service Profile

### Service Details

Name of Service	Ty Cwm Gwendraeth
Telephone Number	01269508540
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?	68
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### Fees Charged

The minimum weekly fee payable during the last financial year?	2744.08
The maximum weekly fee payable during the last financial year?	4506.27

### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The Managers of Ty Cwmgwendraeth (TGC) hold service user meetings to find the views of the people who live with us. Where the person has an advocate, their views will be sought. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. The Named Nurses will seek their views about their satisfaction with care in monthly support plan reviews. Views of their external MDT including best interests assessors in the DoLS process will also be sought regarding the persons satisfaction with their care. Care staff in TCG will on an ad-hoc basis work to find their satisfaction with the service we provide through daily interactions/activities/excursions from CG. The RI visits TCG regularly on an informal basis, and will talk with people living in TCG about their satisfaction with the care/support they receive. Where the person lacks the capacity to do so, they seek other sources for this information.

### Service Environment

How many bedrooms at the service are single rooms?	47
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	47
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	16
How many dining rooms at the service?	10
Provide details of any outside space to which the residents have access	Each Unit in Ty Cwmgwendraeth (TCG) has access to at least one outside area. Cothi has two internal courtyards. Solva, Teifi, Cennan, and Amman all have access to a section of the large central area of the whole site. Dedicated vehicles and drivers can take them anywhere supported by activities and therapies staff. The TCG grounds also have a large outside pergola for use when the weather is suitable. On the same site is Cwm Gwendraeth and individuals in TCG can access their grounds as well. One regular activity individuals in CG can take part in is 'bushcraft' classes in the extensive local woodlands.

Provide details of any other facilities to which the residents have access	All individuals in Ty Cwmgwendraeth (TCG) have access to a range of facilities. The site has a separate building consisting of a sports and social club, hydrotherapy pool and gym which individuals in CG use facilitated by a sports/hydrotherapist and activities staff. This facility in TCG has a weekly timetable of events that individuals can go to. Including chess club, karaoke, sporting events and a coronation party. There is also has a woodworking facility with a qualified carpenter which individuals in CG use. Within TCG there are numerous therapy/sensory rooms and lounges where activity can be in a dedicated activities/therapies room. Dedicated vehicles and drivers can take them anywhere supported by activities and therapies staff. This could be to other Fieldbay Homes hold regular activities which individuals in CG can go to, e.g. Yr Ysgol has a music festival planned for July 2023.
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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	Yes
British Sign Language (BSL)	Yes
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.	<p>People in TCG can feel their voices are Heard. Named Nurses will seek their views about their satisfaction with care in monthly support plan reviews. Where the person lacks the capacity to tell us their views we will seek the advice of their family to find what the service user would have felt/thought. Advocates are welcome in TCG as they provide a valuable way of hearing people's voices who cannot speak for themselves.</p> <p>The people who live with us are offered the chance to take part in regular service user meetings. Also, individual's activities are reviewed with them. The people in TCG are offered the chance to take part in an annual user satisfaction survey, and the results of this survey are available for anyone to see. For example 83% of people stated 'I have a say in what my Home looks like' and 100% stated 'I know who to speak to when things go wrong.' There are, of course, areas for improvement, and the satisfaction survey identifies these. The Managers in TCG undertake to respond to these views. To this end the Managers have come up with a range of 'I will' statements to improve the level of people's satisfaction. For example 33% of people said 'I am involved in menu planning.' The managers have stated:</p> <ul style="list-style-type: none"> <li>• We will run monthly service user meetings.</li> <li>• The lead worker/key nurse will include the person we support in planning reviewing their care on a monthly basis.</li> </ul> <p>Another example is 35% of people stated 'I am supported to contribute to the planning of events in my Home.'</p> <ul style="list-style-type: none"> <li>• We will run monthly service user meetings and feedback to therapies and activities team.</li> <li>• The lead worker/key nurse will include the person we support in planning reviewing their activities on a monthly basis.</li> </ul> <p>In addition to a range of outside spaces and facilities that are accessible to them they can choose where they spend time in their day even if this isn't in the unit they live in. TCG's activities staff work with the people who live with us to personalise activity plans that are stimulating and meaningful to the person.</p>
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<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>People in TCG can feel they are supported to maintain their ongoing physical and mental health and overall well-being. The Nurses in TCG are a mix of Adult, mental Health and Learning disability nurses. They are supported by a team of Physiotherapists, Occupational Therapists, Speech and language therapists, sports therapists and a hydrotherapist. An activities team in TCG support individuals to improve their wellbeing. TCG's activities staff work with the people who live with us to personalise activity plans that are stimulating and meaningful to the person. Where the person lacks the capacity to tell us their preferences, we will seek the advice of their family to find what the service user would have felt/thought about their health and well-being. The people in TCG are offered the chance to take part in an annual user satisfaction survey, and the results of this survey are available for anyone to see. For example, 100% of respondents stated- 'I am encouraged to maintain relationships with families and friends.' 65% stated 'I am supported with my mental health.' 83% stated 'I am supported to maintain my mental health.'</p> <p>There are, again, areas for improvement, and the satisfaction survey identifies these. The Managers in TCG undertake to respond to these views. To this end the Managers have come up with a range of 'I will' statements to improve the level of people's satisfaction. For example, 50% of people said- 'I contribute to the planning of event in my Home.' The managers have stated:</p> <ul style="list-style-type: none"> <li>• We will run monthly service user meetings and feedback to the therapies and activities team.</li> <li>• The lead worker/key nurse will include the person we support in planning reviewing their activities on a monthly basis.</li> </ul> <p>73% of TCG relatives stated- 'My friend or relative is supported to take part in activities they enjoy.' The managers have stated:</p> <ul style="list-style-type: none"> <li>• We will run monthly service user meetings and agenda exercises glasses, and feedback the vocational services manager, therapies and activities team.</li> </ul> <p>TCG has a separate building- Canolfan- that houses a hydrotherapy pool, sports and social club and a small gym. There is a program of weekly activities, also advertised across the Fieldbays Group, that people in TCG can join.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People in TCG can feel safe from abuse and neglect. 83% of those surveyed in our recent user satisfaction survey stated 'I feel safe in my Home.'</p> <p>All TCG staff receive training in Safeguarding Adults in induction as a face-to-face session and e-learning in their first six months probation. After this they refresh the e-learning annually. The TCG Managers have received higher levels of safeguarding training through external training providers.</p> <p>In TCG we pride ourselves in being open about when things don't go as well as we have planned. In every staff members supervision there is a question that asks if they have any safeguarding concerns. Any incident that may relate to a concern around safeguarding will trigger a conversation with the local adult safeguarding group (Four for the TCG site) who will threshold the event over the phone or ask for the relevant completed referral form and threshold on the contents of the form.</p> <p>Any incident in TCG that may relate to concerns around safeguarding are also recorded on a Notification of Events form, or 'NoE.' If the NoE form is graded 'Major' (according to a set of criteria designed to highlight potential concerns) all members of the Senior Management Team receive an email notification of the event. All others are reviewed every Monday in the SMT meeting for follow up. Any ongoing safeguarding issues are discussed by the relevant Responsible individual in the SMT meeting. Safeguarding concerns are responded to by different members of the TCG team, including clinical staff, People and Culture and Management. This ensures a proportionate response to the concern.</p> <p>Certain events like medication events and fractures are reviewed factually by a member of the SMT, including the Health and Safety Team and a written report is produced. This is, of course, subject to any safeguarding process from the local adult safeguarding team being concluded. Any VA1s, MARFS or Duty to Inform are recorded, including their outcomes, and reviewed as part of the Responsible Individual's Regulation 73 process. Any areas of risk are discussed by the RI in Fieldbays' 8-weekly quality meeting.</p>

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

TCG considers that a cornerstone of supporting well-being and personal outcomes is the quality of their accommodation. TCG's Responsible Individual (RI) visits the site at least monthly, and formally to do a quality visit walk around once each quarter in the form of a 'walk around.' The RI walks around each unit, the outside of each unit and the grounds of TCG themselves. In the se visits the RI will talk to staff and listen to their views and suggestions. The inside walk around looks at things like cleanliness, tidiness, odour, light, wear and tear, safety, standard of decoration, evidence of co-production and evidence of personalisation. There is a working group in TCG looking at improving internal areas like corridors.

Each unit in TCG has access to outside areas. The RI will look at things like cleanliness, tidiness, wear and tear, safety, standard of decoration, evidence of co-production and evidence of personalisation. These areas permit individuals to go outside but, if necessary, retain some degree of safety and security. Like any individual's garden the garden itself can develop its own identity and they are encouraged to do this. TCG has a central garden that's been partitioned up and individual units are disguising the dividing fence to improve their environment. As TCG is built on a slope there are some concrete walls supporting backs. One has already been turned into a mural, and the other large area is being discussed in terms of another mural and how those living in TCG can contribute.

Every individual who lives in TCG has the right to personalise their own private space. Named nurses and key workers will liaise with individuals as part of the therapeutic work encourage and assist them to decorate their own personal spaces. An individual's level of satisfaction with their accommodation can be discussed in reviews of support plans with key workers. At the level of the units in TCG the staff their hold service user meetings where satisfaction with their accommodation can be discussed. If the person lacks capacity to do this we work with their family and friends to personalise spaces.

There is a quarterly health and safety meeting in TCG chaired by a member of the H+S team and representatives from TCG who will discuss any H+S issues and make sure they are dealt with effectively. The H+S Team also conduct a detailed H+S audit each quarter. This audit results in an action plan which is completed within the Reg 73 quarter the RI is working to.

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)	168
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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	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes:</p> <p>Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity.</p> <p>Day 2- Manual handling theory and practice</p> <p>Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice</p> <p>Day 4- Health and safety, First aid, Infection control and handwashing practical</p> <p>Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)</p> <p>Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:</p> <ul style="list-style-type: none"> <li>• Nursing Home carer</li> <li>• Domiciliary/Residential carer</li> <li>• Nurse</li> <li>• Domestic</li> <li>• Maintenance</li> <li>• Kitchen Assistant</li> <li>• Chef</li> <li>• Manager</li> <li>• HCP</li> <li>• Senior carer</li> <li>• Unit Lead (Nurse)</li> </ul> <p>All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.</p> <p>As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have</p>

all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG has a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

- Day 1- Incident management
- Day 2- Sudden physical illness
- Day 3- Record keeping
- Day 4- Difficult communication
- Day 5- Managing meetings
- Day 6- Health care law and ethics
- Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioners (HCPs.) HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

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 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	0
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes: Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity. Day 2- Manual handling theory and practice Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice Day 4- Health and safety, First aid, Infection control and handwashing practical Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes )



#### Care Practitioners in Nursing Homes:

Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:

- Nursing Home carer
- Domiciliary/Residential carer
- Nurse
- Domestic
- Maintenance
- Kitchen Assistant
- Chef
- Manager
- HCP
- Senior carer
- Unit Lead (Nurse)

All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.

As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG had a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

- Day 1- Incident management
- Day 2- Sudden physical illness
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- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve thi

s role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

#### Contractual Arrangements

No. of permanent staff	0
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

#### Staff Qualifications

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

#### 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?	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	14
No. of posts vacant	9

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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes:</p> <p>Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity.</p> <p>Day 2- Manual handling theory and practice</p> <p>Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice</p> <p>Day 4- Health and safety, First aid, Infection control and handwashing practical</p> <p>Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)</p> <p>Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:</p> <ul style="list-style-type: none"> <li>• Nursing Home carer</li> <li>• Domiciliary/Residential carer</li> <li>• Nurse</li> <li>• Domestic</li> <li>• Maintenance</li> <li>• Kitchen Assistant</li> <li>• Chef</li> <li>• Manager</li> <li>• HCP</li> <li>• Senior carer</li> <li>• Unit Lead (Nurse)</li> </ul> <p>All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.</p> <p>As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.</p> <p>TCG had a room has a room that can host training.</p>

In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

- Day 1- Incident management
- Day 2- Sudden physical illness
- Day 3- Record keeping
- Day 4- Difficult communication
- Day 5- Managing meetings
- Day 6- Health care law and ethics
- Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioners (HCPs.) HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	10
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.	<p>Typical shift patterns include an 'early' shift- 0800 to 1500 or a 'late' shift- 1500 to 2100. A 'long day' includes both of these. A 'night' shift bridges these- 2100 to 0800.</p> <p>Staff to Service user ratio is one staff member (nurse or carer) to two service users. Typically, for a 10-12 bed unit there is one nurse and 3-4 carers. No usual lone working.</p> <p>Typically this is supplemented by the following on a typical day who are also present:</p> <p>One Manager or Deputy.          One Senior Manager or RI.          One registered physiotherapist or occupational therapist.          One Advanced Practitioner Care Assistant supporting the registered physiotherapists or occupational therapists.          Activities staff supporting the registered physiotherapists or occupational therapists.          At least one carer driver.          At least one member of the maintenance team.          At least one member of the Administration team.          One member of the HR / P+C team.          When required a member of the manual handling or PBS/PBM team.</p>
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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	31
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	31
Health & Safety	31
Equality, Diversity & Human Rights	31
Infection, prevention & control	31
Manual Handling	31
Safeguarding	31
Medicine management	0
Dementia	231
Positive Behaviour Management	31
Food Hygiene	31
Please outline any additional training undertaken	All staff before commencing work in TCG attend a full...

pertinent to this role which is not outlined above.

one week of paid, supernumerary face-to-face induction. This induction includes:

Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity.

Day 2- Manual handling theory and practice

Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice

Day 4- Health and safety, First aid, Infection control and handwashing practical

Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)

Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:

- Nursing Home carer
- Domiciliary/Residential carer
- Nurse
- Domestic
- Maintenance
- Kitchen Assistant
- Chef
- Manager
- HCP
- Senior carer
- Unit Lead (Nurse)

All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.

As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG has a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

Day 1- Incident management

Day 2- Sudden physical illness

Day 3- Record keeping

Day 4- Difficult communication

Day 5- Managing medicines

Day 5- managing meetings

Day 6- Health care law and ethics

Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioners (HCPs.) HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

#### Contractual Arrangements

No. of permanent staff	28
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	2
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)	25
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

#### 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.</p>	<p>Typical shift patterns include an 'early' shift- 0800 to 1500 or a 'late' shift- 1500 to 2100. A 'long day' includes both of these. A 'night' shift bridges these- 2100 to 0800.</p> <p>Staff to Service user ratio is one staff member (nurse or carer) to two service users. Typically, for MR there will be two staff on duty. No usual lone working.</p> <p>Typically this is supplemented by the following on a typical day who can be called upon:</p> <p>One Manager. A Senior Manager or RI. A registered physiotherapist or occupational therapist. An Advanced Practitioner Care Assistant supporting the registered physiotherapists or occupational therapists. Activities staff supporting the registered physiotherapists or occupational therapists. A carer driver. At least one member of the maintenance team. A member of the HR / P+C team. When required a member of the manual handling or PBS/PBM team.</p>
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<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	924
No. of staff working towards the required/recommended qualification	80

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.

<b>Filled and vacant posts</b>	
No. of staff in post	63
No. of posts vacant	9

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	63
Health & Safety	63
Equality, Diversity & Human Rights	63
Infection, prevention & control	63
Manual Handling	63
Safeguarding	63
Medicine management	3
Dementia	63
Positive Behaviour Management	63
Food Hygiene	63

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes:</p> <p>Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional re</p>
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relationships and equality and diversity.

Day 2- Manual handling theory and practice

Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice

Day 4- Health and safety, First aid, Infection control and handwashing practical

Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)

Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:

- Nursing Home carer
- Domiciliary/Residential carer
- Nurse
- Domestic
- Maintenance
- Kitchen Assistant
- Chef
- Manager
- HCP
- Senior carer
- Unit Lead (Nurse)

All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.

As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG had a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

Day 1- Incident management

Day 2- Sudden physical illness

Day 3- Record keeping

Day 4- Difficult communication

Day 5- Managing meetings

Day 6- Health care law and ethics

Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioner

s (HCPs.) HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

### Contractual Arrangements

No. of permanent staff	28
No. of Fixed term contracted staff	26
No. of volunteers	0
No. of Agency/Bank staff	9
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)	17
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	18

### 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.	63
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### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	80

Domestic staff	
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Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	10
No. of posts vacant	3
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes:</p> <p>Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity.</p> <p>Day 2- Manual handling theory and practice</p> <p>Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice</p> <p>Day 4- Health and safety, First aid, Infection control and handwashing practical</p> <p>Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)</p> <p>Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:</p> <ul style="list-style-type: none"> <li>• Nursing Home carer</li> <li>• Domiciliary/Residential carer</li> <li>• Nurse</li> <li>• Domestic</li> <li>• Maintenance</li> <li>• Kitchen Assistant</li> <li>• Chef</li> <li>• Manager</li> <li>• HCP</li> <li>• Senior carer</li> <li>• Unit Lead (Nurse)</li> </ul> <p>All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection</p>

of Adults.

As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG has a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

Day 1- Incident management

Day 2- Sudden physical illness

Day 3- Record keeping

Day 4- Difficult communication

Day 5- Managing meetings

Day 6- Health care law and ethics

Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioners (HCPs.) HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

<b>Contractual Arrangements</b>	
No. of permanent staff	9
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	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
<b>Catering staff</b>	
Does your service structure include roles of this type?	Yes
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	10
No. of posts vacant	3
<b>Training undertaken during the last financial year for this role type.</b>	
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	0
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes: Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity. Day 2- Manual handling theory and practice Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice Day 4- Health and safety, First aid, Infection control

Day 4- Health and safety, first aid, infection control and handwashing practical

Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)

Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:

- Nursing home carer
- Domiciliary / Residential carer (CG has a small number of residential beds)
- Nurse
- Domestic
- Maintenance
- Kitchen Assistant
- Chef
- Manager
- HCP
- Senior carer
- Unit Lead (Nurse)

All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.

As an annual refresher all staff in TCG receive a half day paid supernumerary on Manual Handling theory and practice and a full day of paid supernumerary training on- Positive Behavioural Support / Positive Behavioural Management theory and practice. For these two subjects the training team who have all received 'train the trainer' training. They both deliver the induction and refresher training in dedicated training facilities and also support staff in TCG to deliver what they are taught in practice. This includes helping to formulate specialist support plans for individuals in TCG to training staff to deliver these support plans.

TCG has a dedicated training room where training including induction is delivered when sufficient staff for the TCG in the Maesteg/Bridgend area that requires induction.

In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

There is a series of one day workshops aimed at ensuring that anyone who leads a shift, be it a nurse, shift leader or Health Care Practitioner, can run a shift to the same standard no matter where they work. These are called shift leader study days, and include:

Day 1- Incident management

Day 2- Sudden physical illness

Day 3- Record keeping

Day 4- Difficult communication

Day 5- Managing meetings

Day 6- Health care law and ethics

Day 7- Admission, discharge, and death

A recent innovation in staffing in TCG is the introduction in December 2021 of Health Care Practitioners (HCPs). HCPs are specially trained care staff who

TCG HCPs are specially trained care staff who have achieved a L3 qualification in Health and Social Care. They have three specific functions:

- Medicines administration
- Record keeping
- Taking physical observations.

They will only work in a specified area/unit of a nursing home and there will always be a nurse available who will supervise and support them. To achieve this role the prospective HCP must complete the first two shift leader study days, the medication study day, and learn to take physical observations using the equipment in the nursing home and be assessed as competent. TCG are working with the L+D team to develop the HCP role within TCG.

TCG has its own handwashing or 'glow and tell machine.' Staff in TCG will be assessed at least every six months to see if they can effectively wash their hands.

Other regular training in TCG includes:

- Each person that administers medication in TCG will also have their competence to give medication assessed through a structured observation at least 4 times per year.
- All staff take part in fire awareness training with a member of the Health and Safety Team every six months.
- Night staff receive this training every three months.
- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.

<b>Contractual Arrangements</b>
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No. of permanent staff	9
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	0

<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>
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No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

<b>Staff Qualifications</b>
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No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0

<b>Other types of staff</b>
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Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Other roles in TCG include Physiotherapy, Occupational, and Speech and Language therapist – assess and assist individuals with support needs and liaise with other staff to ensure care is effective. PBS/PBM and Manual Handling Advanced Practitioner Care Assistant- assessment of these supports needs and putting plans into practice. Hydrotherapist / Pool Manager- In TCG- manages the hydrotherapy pool, sports and social club, gym and training facilities. Managers hydrotherapy for individuals across Fieldbay who attend TCG for hydrotherapy. Maintenance- help the health and safety team with the general upkeep, regular safety tests and checks, and supervising the work of contractors. Business Partner - Supports the P+C team to manage staff, recruitment and job support. Admin Staff- Administration staff support the Home's Management and also as reception to the Home. These can be full time or part time depending on the home, and may look after more than one home in the Fieldbay group.
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	0
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All staff before commencing work in TCG attend a full week of paid, supernumerary face-to-face induction. This induction includes:</p> <p>Day 1- Key people in the organisation, Codes of practice, The people who live with us, The role of the carer, Confidentiality, safeguarding, Professional relationships and equality and diversity.</p> <p>Day 2- Manual handling theory and practice</p> <p>Day 3- Positive Behavioural Support / Positive Behavioural Management theory and practice</p> <p>Day 4- Health and safety, First aid, Infection control and handwashing practical</p> <p>Day 5- Medicines management (Medicines administrators in domiciliary and residential care and Health Care Practitioners in Nursing Homes.)</p> <p>Once staff commence work in TCG they undergo a six month period of induction. This is accompanied by an induction booklet that not only sets out the mandatory e-learning courses above but a series of learning outcomes that must be completed in this time frame. There are different versions of this booklet for different roles in TCG, including:</p> <ul style="list-style-type: none"> <li>• Nursing Home carer</li> <li>• Domiciliary/Residential carer</li> <li>• Nurse</li> <li>• Domestic</li> <li>• Maintenance</li> <li>• Kitchen Assistant</li> <li>• Chef</li> <li>• Manager</li> <li>• HCP</li> </ul>



- Senior carer
- Unit Lead (Nurse)

All TCG staff do the following extra mandatory e-learning courses on induction and annually thereafter- GDPR, Prevent (safeguarding), Professional Boundaries, Medication administration awareness, Oral health, cyber security, basic life support, COSHH, Documentation and record keeping, Equality and Diversity, Food and Fluids, Fire awareness, food safety level 1 and 2, Health and safety, IPC, Learning Disabilities, MCA DoLS, Mental Health, Moving and Handling (Theory), PBS (Theory), PPE, Pressure Ulcer Risk Assessment, and Safeguarding/Protection of Adults.

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TCG has a room that can host training. In addition to the mandatory e-learning courses that are available the following optional courses are available: wound care management, allergy awareness, ABI, Appraisals, Autism, Display screen equipment, duty of candour, bed rails, chaperoning, Asbestos, cleaning, clinical governance, communication, customer service, dementia, end of life care, Falls, GDPR advanced, Immunisation and vaccines, legionella awareness, patient consent, person centred practice, personality disorder, safeguarding children, safer recruitment, SEPSIS, sexual harassment, sexuality in learning disability, Urinary incontinence- introduction, Urinary incontinence- types and causes, venepuncture, dignity and respect, lone worker, child sexual exploitation, sharps awareness, substance misuse, diabetes awareness, epilepsy, topical medication and self-harm.

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- There are also regular fire drills.
- Supervision Training.
- Epilepsy awareness and the administration of midazolam
- PEG feeding (external trainer)
- Representatives from TCG attend the local wound interest group.
- Catering staff receive extra training on texture modified diets.

#### Contractual Arrangements

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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0