

HC-One Limited

Annual Return 2025/2026

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

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Provider summary

The provider was registered on:	14/08/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	HC - One has a comprehensive training suite, that all staff members can utilise, relevant to their role and position in the service. This covers all the areas required under RISCA and Social Care Wales for those providing care in care homes. The Home Manager can identify any competency based training that is required through on the floor supervisions, 1:1 supervisions and growth conversations.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	HC - One has continued to ensure that pay rates are reviewed and are competitive and continues with a Zonal Pay Structure so Homes can be assessed within their own locality. New colleagues have a robust induction over a 6 period, and have at least 2 week shadowing shifts in the Home to ensure they are confident to deliver their job role. Mandatory training is completed to ensure skill set adequate. Listening and acting on colleague feedback via many methods has reduced turnover.

Regulated services delivered by this provider

Service name	Service type	Type of care
Abermill	Care Home Service	Adults Without Nursing
Aberpennar	Care Home Service	Adults With Nursing
Church View	Care Home Service	Adults Without Nursing
Cwrt-Clwydi-Gwyn Care Home	Care Home Service	Adults Without Nursing
Glanffrwd Care Home	Care Home Service	Adults With Nursing
Llys Newydd Care Home	Care Home Service	Adults Without Nursing
Meadowlands	Care Home Service	Adults With Nursing
Peniel Green Care Home	Care Home Service	Adults With Nursing
Parklands	Care Home Service	Adults With Nursing
Plas Cwm Carw Care Home	Care Home Service	Adults With Nursing
Quarry Hall Care Home	Care Home Service	Adults With Nursing
St Martins Court Care Home	Care Home Service	Adults With Nursing
The Daffodils Care Home	Care Home Service	Adults Without Nursing
Trafalgar Park Care Home	Care Home Service	Adults Without Nursing

Service: Llys Newydd Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	23/08/2019
Maximum number of places	35
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 35 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	74

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Helen Evans

Service contact details

Service Telephone Number	01269 832472
Service Contact Email Address	Helen.Evans@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 8Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 35On-site parkingOutdoor seating / entertainment areaQuiet areasSensory areasStairliftTV pointWheelchair access

Engagement with people using the service

<p>The home holds monthly residents' meetings where the people who live at the home are encouraged and supported to attend. These meetings support people to review the previous month at the home and plan for the following. This includes a review of the activity provision, updates in regard to staff joining or leaving us, menus, housekeeping and laundry provision, the running of the home, planned changes such as redecoration and forthcoming events. Where there is a planned redecoration, residents are consulted on the proposed changes and their opinions sought on the colour schemes</p>
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and layout. When potential new colleagues are interviewed, they are introduced to people at the home, and feedback about them gathered. The home has a 'Resident of the day' system. On that person's 'day' members of all departments meet with them and seek feedback from them and act upon it.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£913.66
The maximum weekly fee payable during the last financial year?	£1301.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	44
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	9	0
Care Worker	24	5
Domestic staff	7	0
Catering staff	6	0
Other Staff	2	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	2	0	0
Deputy Manager	1	0	0
Senior Care Worker	9	0	0
Care Worker	24	0	0
Domestic staff	7	0	0
Catering staff	6	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Senior Care Worker	9	0
Care Worker	24	0
Domestic staff	4	3
Catering staff	4	2
Other Staff	0	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	9	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	7
Catering staff	2	4
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00-20:00 & 20:00-08:00 with one hour break (unpaid)
Care Worker	08:00-20:00 & 20:00- 08:00 with one hour break (unpaid)

Service: Glanffrwd Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	16/08/2019
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 45 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	58

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Samantha Middleton

Service contact details

Service Telephone Number	01656860586
Service Contact Email Address	Glanffrwd.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 45Number of bedrooms with en-suite facilities: 45Number of communal lounges: 3Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 45On-site parkingOutdoor seating / entertainment areaQuiet areasResidents' kitchenette / communal kitchenTV pointWheelchair access
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Engagement with people using the service

<p>Residents have regular meetings where relatives are invited on a monthly basis. The home has a suggestion box accessible to staff, residents and visitors. We also conduct our daily walk around where feedback is gained from residents, relatives or professionals visiting the home. We complete our person of the day for all resident throughout the month, this is where feedback is gained from that particular resident which gives them some 1:1 time with the team. We also have our Responsible Individual and Area Director who complete regular visits where feedback is gathered and reported on with action plans created. There is a Residents' Annual Survey which is supported by HC-One and collated centrally. We appreciate and welcome any opportunity to gain feedback from those we provide our service to, to ensure we are provide the best possible care.</p>

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£925.85
The maximum weekly fee payable during the last financial year?	£1630.67

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	51
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	5	0
Care Worker	33	4
Domestic staff	6	0
Catering staff	7	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (1+ Years in Practice)	5	0	0
Care Worker	33	0	0
Domestic staff	6	0	0
Catering staff	7	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	4	1
Care Worker	21	12
Domestic staff	2	4
Catering staff	3	4
Other Staff	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	1
Care Worker	0	4
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	08:00-20:00 x 1 20:00-08:00 x 1
Registered Nurse (1+ Years in Practice)	08:00-20:00 x1 20:00-08:00 x 1
Care Worker	08:00-14:00 x 9 14:00-20:00 x 8 20:00-08:00 x 4

Service: Trafalgar Park Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	15/08/2019
Maximum number of places	52
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 52 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	66

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Thomas Roche

Service contact details

Service Telephone Number	01443450423
Service Contact Email Address	Trafalgar.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportBar / CaféClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 24Number of communal lounges: 4Number of dining rooms: 4Number of shared bedrooms: 0Number of single bedrooms: 52On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Phone pointQuiet areasResidents' kitchenette / communal kitchenTV pointWheelchair access

Engagement with people using the service

Residents can voice their views on how the service is run and operation of the service. Care reviews are regular practice where residents and families can have a voice and be heard about the care they or their loved one receives. This gives us the opportunity to provide person centred care. 'Resident of the day' gives the opportunity for the individual person's care file to be reviewed with the resident and is evaluated/updated on a monthly basis to ensure we are able to meet the individual needs. Care home reviews give the individual an opportunity to give positive/negative feedback which can help

improve our service delivery. The resident meetings are also an opportunity for individuals to have their say on how the service is run and how the care is delivered. The home manager undertakes a daily walk around and gathers feedback from residents and colleagues, and the Area Director and RI also include feedback in their reports and ensure any changes are actioned.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£872.82
The maximum weekly fee payable during the last financial year?	£1696.32

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	63
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	11	0
Care Worker	34	0
Domestic staff	8	0
Catering staff	5	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Not relevant to this staff group
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	11	0	0
Care Worker	32	0	0
Domestic staff	8	0	0
Catering staff	5	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	2	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	8	3
Care Worker	19	15
Domestic staff	6	2
Catering staff	3	2
Other Staff	2	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	11	0
Care Worker	21	13
Domestic staff	0	0
Catering staff	5	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	1	1
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	8
Catering staff	0	0
Other Staff	0	4

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	1
Registered Nurse (First Year in Practice)	0.5
Registered Nurse (1+ Years in Practice)	1
Senior Care Worker	2
Care Worker	9

Service: The Daffodils Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Janet Kermack• A maximum of 30 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	43

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Elizabeth Prosser

Service contact details

Service Telephone Number	01685386745
Service Contact Email Address	TheDaffodils.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Total Communication• Picture Exchange Communication System (PECS)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 30• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

Feedback is welcome from residents and stakeholders involved in the service. Residents are able to speak to any team member and know that their concerns will be taken seriously. All concerns are escalated to the manager. The manager conducts a daily walk round and uses this time to speak with all residents about the services they receive such as care, diet, nutrition and housekeeping. The resident of the day process ensures each resident has a full review of their care once a month. They meet with all department heads to be able to give feedback on service and feedback is also sought from family and representatives. Residents meetings are held bi-monthly as a minimum. Residents are able to comment and give ideas on the running of the home such as menu ideas, activities. When there are events planned, residents are

actively involved with the formation and planning of the day. Formal three monthly reviews are held which captures all areas of care and support

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£897.00
The maximum weekly fee payable during the last financial year?	£994.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	8	0
Care Worker	20	0
Domestic staff	4	0
Catering staff	2	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	8	0	0
Care Worker	20	0	0
Domestic staff	4	0	0
Catering staff	2	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	1
Care Worker	20	0
Domestic staff	4	0
Catering staff	2	0
Other Staff	0	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	7	0
Care Worker	17	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	3	0
Domestic staff	0	4
Catering staff	0	1
Other Staff	0	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 senior care assistant on a 12 hour shift from 07.00am to 19.00pm 2 senior care assistants on night shift from 19.00pm to 07.00am
Care Worker	3 Care Assistants working from 07.00am to 19.00pm 2 Care Assistants working from 19.00pm to 07.00am

Service: Parklands

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Maximum number of places	38
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 38 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	70

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Amy Campbell

Service contact details

Service Telephone Number	02920880525
Service Contact Email Address	amy.campbell@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Bar / CaféClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 2Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 38On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenStairliftTV pointWheelchair access
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Engagement with people using the service

<p>To keep relatives and residents informed regarding the operation of the service we use several forms communication such as resident of the day is carried out daily where feedback is obtained from the resident and their families. Monthly resident and relative meetings are held. Daily walk arounds are carried out where feedback can also be obtained. Responsible individual carries out visits where feedback is obtained and a report is produced. Care review and surveys are available to encourage feedback. The Area Director also speaks to Residents and colleagues giving a safe place for</p>
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feedback.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£878.82
The maximum weekly fee payable during the last financial year?	£1419.10

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	33
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	5	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	2	0
Care Worker	24	0
Catering staff	4	0
Other Staff	2	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	Not relevant to this staff group
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	0	0	0
Nursing Assistant / Auxiliary Nurse	5	0	0
Registered Nurse (First Year in Practice)	0	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	24	0	0
Catering staff	4	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	1	0
Senior Care Worker	0	0
Care Worker	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	5	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	3	2
Senior Care Worker	0	2
Care Worker	17	7
Catering staff	4	0
Other Staff	1	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	5	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	0	0
Care Worker	24	0
Catering staff	2	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	2	0
Care Worker	0	0
Catering staff	0	2
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	07:30-19:30 19:30-07:30
Registered Nurse (First Year in Practice)	0
Registered Nurse (1+ Years in Practice)	07:30-19:30 19:30-07:30
Senior Care Worker	19:30-07:30
Care Worker	19:30-07:30 19:30-07:30

Service: Peniel Green Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	15/08/2019
Maximum number of places	34
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 34 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	34

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Martin Morgan

Service contact details

Service Telephone Number	01792773034
Service Contact Email Address	PenielGreen.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 34Number of communal lounges: 0Number of dining rooms: 1Number of shared bedrooms: 1Number of single bedrooms: 33On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenStairliftTV pointWheelchair access

Engagement with people using the service

Monthly resident meetings are well attended and we gather feedback from Residents about their Home, well being activities and any changes they would like to see. We have monthly resident newsletters and the Residents and families enjoy these. We are well supported by Head Office if we need to update our service users and families about any changes in the HHome. We ensure that the daily walkarounds carried out by the Home Manager contain feedback from Residents, and we have a Resident of the day process which captures feedback from our Residents about their room,
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their care, and they meet with the HM, Chef, House Keeper and Maintenance Operative and any issues are escalated that need attention. The RI and the Area Director are very present in the Home and also gather feedback from our Residents. The Annual Resident survey captures any feedback that Residents would like to share with us too.

Compliance and quality statement

Not Inspected - Improvements Underway

We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1166
The maximum weekly fee payable during the last financial year?	£1246

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	27
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Registered Nurse (1+ Years in Practice)	5	1
Senior Care Worker	4	1
Care Worker	20	3
Planner	1	1
Domestic staff	3	0
Catering staff	4	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Planner	No staff have yet completed	All staff have completed
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	4	0	0
Care Worker	20	0	0
Planner	1	0	0
Domestic staff	3	0	0
Catering staff	4	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	1
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	3	2
Senior Care Worker	4	0
Care Worker	7	13
Planner	1	0
Domestic staff	3	0
Catering staff	3	1
Other Staff	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	0
Care Worker	13	0
Planner	1	0
Domestic staff	0	0
Catering staff	1	0
Other Staff	2	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	1	0
Care Worker	6	0
Planner	0	0
Domestic staff	0	3
Catering staff	1	2
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	DAY SHIFT 8AM-8PM 7/6 NIGHT SHIFT 8PM-8AM 4
Senior Care Worker	DAY SHIFT 8AM-8PM 7/6 NIGHT SHIFT 8PM-8AM 4
Care Worker	DAY SHIFT 8AM-8PM 7/6 NIGHT SHIFT 8PM-8AM 4

Service: Plas Cwm Carw Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	20/08/2019
Maximum number of places	66
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 66 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	87

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Rebecca John

Service contact details

Service Telephone Number	01639890224
Service Contact Email Address	PlasCwmCarw.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">WelshNigerianPanjabi
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Non-formal communication (e.g. body language, facial expressions)Objects of referenceSocial StoriesWriting (Paper / Whiteboards)Intensive interaction

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Bar / CaféClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 66Number of communal lounges: 3Number of dining rooms: 4Number of shared bedrooms: 4Number of single bedrooms: 62On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasTV pointWheelchair access
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Engagement with people using the service

We consult daily with our Residents during walk arounds in the Home, and using the Person of the Day when every Resident is seen and spoken to by all the Heads of Department, The Chef, Head House Keeper and Maintenance Operative. We have regular Resident meetings, and Relative meetings as well as our yearly review which is sent out independently. There is a telephone line that can be used for any concerns and our Area Director captures the views of our Residents during her monthly visits. The Responsible Individual also captures Resident feedback and any "even better if" ideas from our Residents so we can continually change and improve our service and keep our Residents happy and safe.

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£899
The maximum weekly fee payable during the last financial year?	£1581

Complaints processed by the service

Total number of formal complaints made during the last financial year	10
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	7

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	69
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	4	3
Senior Care Worker	8	1
Care Worker	31	7
Domestic staff	8	0
Catering staff	6	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Registered Nurse (1+ Years in Practice)	3	0	0
Senior Care Worker	8	0	0
Care Worker	31	0	0
Domestic staff	8	0	0
Catering staff	6	0	0
Other Staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	1
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	3	1
Senior Care Worker	8	0
Care Worker	23	8
Domestic staff	6	2
Catering staff	5	1
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	8	0
Care Worker	15	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	16	0
Domestic staff	0	8
Catering staff	0	4
Other Staff	1	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	7am - 7pm days 7pm - 7am nights
Senior Care Worker	7am - 7pm days 7pm - 7am nights
Care Worker	7am - 7pm days 7pm - 7am nights

Service: Meadowlands

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	19/08/2019
Maximum number of places	52
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 52 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	51

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Alison Durbridge

Service contact details

Service Telephone Number	01685879292
Service Contact Email Address	Meadowlands.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)SignalongVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)Objects of reference

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 0Number of communal lounges: 5Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 47On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWheelchair accessWildlife / domesticated animals
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Engagement with people using the service

Each resident and their families are provided with a residents handbook with information related to the service provided. Residents agreements are read and completed with signature of resident or next of kin where appropriate. Residents meeting's are held monthly and family meetings are arranged quarterly to pass on relevant information regarding the service, however if there is urgent information to share then we send correspondence or liaise with families/friends via phone. Daily chats with residents and resident of the day is completed where feedback is sought from residents and their loved ones. Residents are involved as much as possible in the running of the Home and their feedback ensures that we actively adapt the service and well being offer as and when required. We have recently introduced Resident Champions and we have a Gent who supports our Maintenance Operative doing maintenance jobs under direct supervision. The RI and the Area Director both gather feedback for changes

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1345.76
The maximum weekly fee payable during the last financial year?	£1557.48

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	0

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	58
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Nursing Assistant / Auxiliary Nurse	3	0
Registered Nurse (1+ Years in Practice)	7	1
Care Worker	39	43
Domestic staff	8	0
Catering staff	5	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Nursing Assistant / Auxiliary Nurse	3	0	0
Registered Nurse (1+ Years in Practice)	7	0	0
Care Worker	39	0	0
Domestic staff	8	0	0
Catering staff	5	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	3	0
Registered Nurse (1+ Years in Practice)	7	0
Care Worker	30	9
Domestic staff	4	4
Catering staff	5	0
Other Staff	3	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	3	0
Registered Nurse (1+ Years in Practice)	7	0
Care Worker	33	6
Domestic staff	2	4
Catering staff	4	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	7:00am - 19:00 pm - 19:00 pm - 7:00 am
Registered Nurse (1+ Years in Practice)	7:00am - 19:00 pm - 19:00 pm - 7:00 am
Care Worker	8:00am - 20:00 pm - 20:00 pm - 8:00 am

Service: Aberpennar

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	23/08/2019
Maximum number of places	47
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 47 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	67

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Matthew Reade

Service contact details

Service Telephone Number	01443477677
Service Contact Email Address	Aberpennar.HomeManager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Writing (Paper / Whiteboards)LipreadingObjects of referenceVisual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Garden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 47Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 47On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenTV pointWheelchair access

Engagement with people using the service

Resident meetings, Relative meetings, resident surveys, Staff meetings, Flash meetings, daily walk rounds, Professional feedback, nurse assessors, local authority feedback district nurse's area director and the responsible individual.
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Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£941
The maximum weekly fee payable during the last financial year?	£1369

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	59
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	4	1
Senior Care Worker	2	0
Care Worker	28	2
Domestic staff	9	0
Catering staff	6	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	No staff have yet completed	All staff have completed
Registered Nurse (1+ Years in Practice)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Domestic staff	No staff have yet completed	All staff have completed
Catering staff	No staff have yet completed	All staff have completed
Other Staff	No staff have yet completed	Working towards all staff completing

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (1+ Years in Practice)	4	0	0
Senior Care Worker	2	0	0
Care Worker	28	0	0
Domestic staff	8	0	0
Catering staff	6	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	1	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	3	1
Registered Nurse (1+ Years in Practice)	2	2
Senior Care Worker	2	0
Care Worker	19	9
Domestic staff	1	8
Catering staff	3	3
Other Staff	2	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	4	0
Senior Care Worker	2	0
Care Worker	12	15
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	6
Catering staff	0	4
Other Staff	0	4

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	7am -7pm - 2 7pm-7am - 1
Registered Nurse (1+ Years in Practice)	7am -7pm - 1 7pm-7am - 1
Senior Care Worker	7pm-7am - 1
Care Worker	7am-7pm - 8 7pm-7am -4

Service: Quarry Hall Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Maximum number of places	85
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 85 individuals can be accommodated at this service.
How many people in total did the service provide care and support to during the last financial year?	146

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Carla Arcanjo

Service contact details

Service Telephone Number	02920791291
Service Contact Email Address	QuarryHall.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Pakistani PahariFilipinoPanjabiTamilItalianRomanianPortugueseHindiBengaliNigerian
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Objects of referencePicture Exchange Communication System (PECS)Writing (Paper / Whiteboards)Assistive TechnologyNon-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportBar / CaféCinemaClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 85Number of communal lounges: 5Number of dining rooms: 5Number of shared bedrooms: 0Number of single bedrooms: 85

- On-site parking
- Outdoor seating / entertainment area
- Quiet areas
- Residents' kitchenette / communal kitchen
- TV point

Engagement with people using the service

Residents have regular meetings where relatives are invited on a monthly basis. These are well attended, and the residents that can contribute about the operation of the service. The home has also implemented a suggestion box. We also conduct our daily walk around where feedback is gained from residents, relatives or professionals visiting the home. We complete our person of the day for all resident throughout the month, this is where feedback is gained from that particular resident which gives them some 1:1 time with the team. We also have our Responsible Individual and Area Director who complete regular visits where feedback is gathered and reported on with action plans created. There is a Residents' Annual Survey which is supported by HC-One and collated centrally. We appreciate and welcome any opportunity to gain feedback from those we provide our service to, to ensure we are provide the best possible care.

Compliance and quality statement

Inspected - Areas for Improvement

Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.

We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1041.94
The maximum weekly fee payable during the last financial year?	£1720.22

Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	91
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	16	0
Care Worker	48	0
Domestic staff	11	0
Catering staff	9	0
Other Staff	7	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	2	0	0
Nursing Assistant / Auxiliary Nurse	2	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	16	0	0
Care Worker	48	0	0
Domestic staff	11	0	0
Catering staff	9	0	0
Other Staff	7	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	16	0
Care Worker	40	8
Domestic staff	9	2
Catering staff	7	2
Other Staff	6	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	16	0
Care Worker	48	0
Domestic staff	11	0
Catering staff	9	0
Other Staff	7	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Days: 08:00 -20:00 Nights : 20:00 - 08:00
Registered Nurse (1+ Years in Practice)	Days: 08:00 -20:00 Nights : 20:00 - 08:00
Senior Care Worker	Days: 08:00 -20:00 Nights : 20:00 - 08:00
Care Worker	Days: 08:00 -20:00 Nights : 20:00 - 08:00

Service: St Martins Court Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	14/08/2019
Maximum number of places	67
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 67 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	88

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Nicola Williams

Service contact details

Service Telephone Number	01792795844
Service Contact Email Address	StMartinsCourt.Manager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">Objects of referenceNon-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportCinemaClose to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 67Number of communal lounges: 4Number of dining rooms: 2Number of shared bedrooms: 0Number of single bedrooms: 67On-site parkingQuiet areasResidents' kitchenette / communal kitchenStairliftTV pointWheelchair access

Engagement with people using the service

<p>We communicate through face to face meetings , newsletters and letters to NOK. We have our resident of the day monthly which involves residents and their NOK. The home manager has an open door policy and family members and residents can call in for a chat and any updates throughout the day. The Area Director and RI also visit St Martins regularly and speak with residents, families and professional visitors. We have notice boards in areas of the home that are accessible to both families and residents with up to date news and information in relation to the home.</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£930
The maximum weekly fee payable during the last financial year?	£1400

Complaints processed by the service

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	4

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	52
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	4	1
Care Worker	34	6
Domestic staff	9	2
Catering staff	5	1
Other Staff	3	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	All staff have completed
Registered Nurse (First Year in Practice)	Not relevant to this staff group	All staff have completed
Registered Nurse (1+ Years in Practice)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Nursing Assistant / Auxiliary Nurse	1	0	0
Registered Nurse (First Year in Practice)	1	0	0
Registered Nurse (1+ Years in Practice)	5	0	0
Senior Care Worker	4	0	0
Care Worker	32	0	0
Domestic staff	9	0	0
Catering staff	5	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	2	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Nursing Assistant / Auxiliary Nurse	1	0
Registered Nurse (First Year in Practice)	1	0
Registered Nurse (1+ Years in Practice)	5	0
Senior Care Worker	3	1
Care Worker	18	16
Domestic staff	3	6
Catering staff	4	1
Other Staff	2	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	1 nursing assistant and 1 nurse 8.00-20.00 or 2 nurses
Registered Nurse (First Year in Practice)	08:00-20:00
Registered Nurse (1+ Years in Practice)	2 nurse on shift by day 08:00-20:00 and 1 by night 20:00-08:00
Senior Care Worker	1 senior carer by day and one by night 08:00-20:00/ 20:00-08:00
Care Worker	9 care staff by 08:00-14:00 8 care staff by 14:00-20:00 6 care staff by night 20:00-08:00

Service: Abermill

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/08/2019
Maximum number of places	38
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Janet KermackA maximum of 38 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	53

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Stephanie Williams

Service contact details

Service Telephone Number	02920831622
Service Contact Email Address	stephanie.williams@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">Close to local shops / amenitiesGarden(s)Hairdressing / beauty servicesInternet accessLaundry serviceLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 2Number of bedrooms with en-suite facilities: 1Number of communal lounges: 4Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 38On-site parkingOutdoor seating / entertainment areaQuiet areasResidents' kitchenette / communal kitchenStairliftWheelchair access
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Engagement with people using the service

Resident and relative meeting. Newsletters. Resident of the day, is used to to gain feedback from residents and representatives. Daily walk rounds and flash meetings also contains feedback. We take every opportunity to listen to the people who live at the home and improve the service wherever possible.

Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section

27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1075.16
The maximum weekly fee payable during the last financial year?	£1541.11

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	16
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	13	0
Care Worker	18	1
Domestic staff	8	0
Catering staff	8	0
Other Staff	2	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	13	0	0
Care Worker	18	0	0
Domestic staff	8	0	0
Catering staff	8	0	0
Other Staff	2	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	4	9
Care Worker	10	8
Domestic staff	0	8
Catering staff	0	8
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	0730AM-1930PM and 1930PM-0730AM
Care Worker	0730AM-1930PM and 1930PM-0730AM

Service: Cwrt-Clwydi-Gwyn Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/08/2019
Maximum number of places	42
Service Conditions	<ul style="list-style-type: none">• A maximum of 42 individuals can be accommodated at this service.• The responsible individual for this service is Janet Kermack
How many people in total did the service provide care and support to during the last financial year?	54

Service management

Responsible Individual(s)	Janet Kermack
Manager(s)	Lisa Llewellyn

Service contact details

Service Telephone Number	01792815096
Service Contact Email Address	Cwrt-Clwydi-Gwyn.HomeManager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none">• Welsh
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Bar / Café• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 42• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 42• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• Stairlift• TV point
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Engagement with people using the service

<p>We hold regular resident and relative meetings. We send out regular information to our relatives about any changes to visiting. Person of the day is used to gain daily feedback from residents. This is documented and any actions required are taken as a result of this feedback. Daily walkarounds are conducted by the HM and the senior team which also contain feedback from residents. The RI and Area Director regularly visit the home and their reports contain feedback from residents and families. We take every opportunity to listen to our residents/families to improve our service wherever possible. We have a suggestion box in the foyer for any feedback which is greatly received.</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£899
The maximum weekly fee payable during the last financial year?	£1353

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	54
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	10	0
Care Worker	23	2
Domestic staff	10	1
Catering staff	5	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	10	0	0
Care Worker	23	0	0
Domestic staff	10	0	0
Catering staff	5	0	0
Other Staff	4	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	6	4
Care Worker	5	18
Domestic staff	1	9
Catering staff	2	3
Other Staff	1	3

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 senior days ,1 senior at night
Care Worker	5 care on days this will change to 6 when full occupancy ,3 care on nights

Service: Church View

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	14/08/2019
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Carol Jane Dight• The responsible individual for this service is Janet Kermack• A maximum of 45 individuals can be accommodated at this service
How many people in total did the service provide care and support to during the last financial year?	61

Service management

Responsible Individual(s)	Carol Dight, Janet Kermack
Manager(s)	Christine Tipper

Service contact details

Service Telephone Number	02920852951
Service Contact Email Address	ChurchView.HomeManager@hc-one.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Assistive Technology• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Close to local shops / amenities• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 2• Number of communal lounges: 3• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 44• On-site parking• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access
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Engagement with people using the service

To support the people living in the home and their families to be fully informed of any changes and ensure the opportunity for feedback, regular relatives and residents meetings are held. Care reviews are part of the homes process to review care and support needs enabling both residents and relatives to ensure the service is person centred. Each month the home completes resident of the day which is another opportunity to provide feedback in addition there is an annual feedback survey and a Facebook page. The home offers a range of options for people to be enabled to have a voice and be included in service development. HC-One has a Resident of the Day programme, where every Resident has an opportunity at least monthly to have a review with the Home Manager, Maintenance Operative, House Keeping Lead and Well Being. This is documented and captured and any changes required for the individual Resident is made. The RI also captures feedback and changes are made as appropriate.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1009
The maximum weekly fee payable during the last financial year?	£1441

Complaints processed by the service

Total number of formal complaints made during the last financial year	11
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	2
Number of complaints not upheld	6

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	0
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	7	2
Care Worker	24	4
Planner	2	0
Domestic staff	8	0
Catering staff	4	0
Other Staff	1	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Planner	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Planner	All staff have completed	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	7	0	0
Care Worker	24	0	0
Planner	2	0	0
Domestic staff	8	0	0
Catering staff	4	0	0
Other Staff	1	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	7	0
Care Worker	24	0
Planner	1	1
Domestic staff	2	6
Catering staff	1	3
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	7	0
Care Worker	21	0
Planner	0	0
Domestic staff	0	0
Catering staff	1	0
Other Staff	0	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	3	0
Planner	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 x 0730 - 1930 1 x 1930 - 0730
Care Worker	7 x 0730 - 1930 6 x 1930 - 0730