

Denbighshire County Council Adults and Children's Services

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.

Contents

[Provider: Denbighshire County Council Adults and Children's Services](#)

- [Provider summary](#)
- [Training and workforce planning arrangements](#)
- [Regulated services delivered by this provider](#)

[Service: Dolwen](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Cysgod Y Gaer](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Gerddi Glasfryn](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

[Service: Domiciliary Support Service](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Engagement with people using the service](#)
- [Compliance and quality statement](#)
- [Fees charged by the service](#)
- [Complaints processed by the service](#)
- [Staff working at the service](#)

Provider: Denbighshire County Council Adults and Children's Services

Provider summary

The provider was registered on:	27/12/2018
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.	Denbighshire County Council workforce development department arranges mandatory training as required for employees. Any additional training is requested through workforce development department. Training is delivered face to face, via E-Learning or via Teams / Zoom
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	There is a designated HR officer to support with retention and recruitment processes. Recruitment workshops are undertaken regularly – face to face or via Teams meeting.

Regulated services delivered by this provider

Service name	Service type	Type of care
Gerddi Glasfryn	Special School Residential Service	None
Dolwen	Care Home Service	Adults Without Nursing
Cysgod Y Gaer	Care Home Service	Adults Without Nursing
Domiciliary Support Service	Domiciliary Support Service	None

Service: Dolwen

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	27/12/2018
Maximum number of places	32
Service Conditions	<ul style="list-style-type: none">Denbighshire County Council is registered to provide a Care Home Service at Dolwen, Ruthin Road, Denbigh LL16 3ERThe responsible individual for this service is Katie Marie NeweA maximum of 32 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?	52

Service management

Responsible Individual(s)	Katie Newe
Manager(s)	Pamela Pack

Service contact details

Service Telephone Number	01745812752
Service Contact Email Address	Dolwen.home@denbighshire.gov.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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 transportActivities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLaundry serviceLibraryLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 1Number of bedrooms with en-suite facilities: 1Number of communal lounges: 4Number of dining rooms: 3Number of shared bedrooms: 1Number of single bedrooms: 31On-site parkingOutdoor seating / entertainment areaPhone pointQuiet areasResidents' kitchenette / communal kitchenSemi-independent flatStairliftTV pointWheelchair access
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Engagement with people using the service

Denbighshire County Council Registered Services have established quality assurance processes which include
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consultation with citizens and their families; • Quality of Care Review (Reg 80) • Responsible Individual Monitoring Visit (Reg 73) • Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings • Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

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?	£804.64
The maximum weekly fee payable during the last financial year?	£804.64

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)	26
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	3	3
Care Worker	28	28
Domestic staff	18	12
Catering staff	2	2
Other Staff	4	4

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	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	Working towards all staff completing

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	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	Working towards all staff completing	Working towards all staff completing

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	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	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
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	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	Working towards all staff completing

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
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	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
Other Staff	Working towards all staff completing	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
Senior Care Worker	2	0	0
Care Worker	25	0	0
Domestic staff	13	0	0
Catering staff	2	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
Senior Care Worker	1	0
Care Worker	3	0
Domestic staff	5	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	1	2
Care Worker	5	23
Domestic staff	0	18
Catering staff	2	0
Other Staff	0	4

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	2	1
Care Worker	18	7
Domestic staff	0	0
Catering staff	0	2
Other Staff	3	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift, 7.15am - 2.30pm 1 staff, Evening Shift 2.00pm - 9.30pm 1 staff
Care Worker	Day Shift, 7.30am - 2.30pm 3 staff,also Day Shift 7.30am- 6pm 1 staff Evening Shift 2.00pm - 9.00pm 4 staff, Night Shift 9.00pm -7.30am 2 staff, Also mon-fri 9am-2pm 1 Staff,

Service: Cysgod Y Gaer

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	09/01/2019
Maximum number of places	30
Service Conditions	<ul style="list-style-type: none">• A maximum of 30 individuals can be accommodated at this service.• Denbighshire County Council is registered to provide a Care Home Service at Cysgod Y Gaer, Maesafallen, Corwen, LL21 9AE• The responsible individual for this service is Katie Marie Newe
How many people in total did the service provide care and support to during the last financial year?	59

Service management

Responsible Individual(s)	Katie Newe
Manager(s)	Catherine Roberts

Service contact details

Service Telephone Number	01490412394
Service Contact Email Address	Cysgod.gaer@denbighshire.gov.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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 transport• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 5• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 6• Number of dining rooms: 2• Number of shared bedrooms: 1• Number of single bedrooms: 28• On-site parking• Outdoor seating / entertainment area• TV point• Wheelchair access

Engagement with people using the service

Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; • Quality of Care Review (Reg 80) • Responsible Individual Monitoring Visit (Reg 73) • Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy • Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings. • Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

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?	£804.64
The maximum weekly fee payable during the last financial year?	£804.64

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)	21.84
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	1	1
Senior Care Worker	2	2
Care Worker	20	20
Domestic staff	5	5
Catering staff	4	4
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
Senior Care Worker	Working towards all staff completing	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	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	Working towards all staff completing	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

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	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

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	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	Working towards all staff completing

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
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	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	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
Senior Care Worker	2	0	0
Care Worker	16	0	0
Domestic staff	2	0	0
Catering staff	1	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	4	0
Domestic staff	3	0
Catering staff	3	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	0	2
Care Worker	0	20
Domestic staff	0	5
Catering staff	0	4
Other Staff	0	2

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	1
Care Worker	11	9
Domestic staff	0	0
Catering staff	1	0
Other Staff	1	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7:30am - 4pm, 1 staff, 2.45pm - 9.15pm ,1 staff
Care Worker	Day 7.30am- 1pm,1 staff, 7:30am - 4pm, 3 staff, 3:45pm-9.15pm, 3 staff, night 9pm - 7:45am, 2 staff.

Service: Gerddi Glasfryn

Service summary

Service Type	Special School Residential Service
Type of Care	None
Approval Date	28/02/2025
Maximum number of places	23
Service Conditions	<ul style="list-style-type: none">• A maximum of 23 individuals can be accommodated at this service.• The responsible individual for this service is David Arfon Price
How many people in total did the service provide care and support to during the last financial year?	14

Service management

Responsible Individual(s)	David Price
Manager(s)	Rhodri Collins

Service contact details

Service Telephone Number	01745 818170
Service Contact Email Address	d.price@ypbd.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">• Total Communication• Objects of reference• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Makaton• Non-formal communication (e.g. body language, facial expressions)• Assistive Technology• Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)• Social Stories

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Education facility• Garden(s)• Ground-floor accommodation only• Gym / sports facilities• Internet access• Laundry service• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 6• Number of dining rooms: 6• Number of shared bedrooms: 0• Number of single bedrooms: 22• On-site parking• Outdoor play area• Outdoor seating / entertainment area
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- Quiet areas
- Residents' kitchenette / communal kitchen
- Sensory areas
- Wheelchair access

Engagement with people using the service

During the last financial year, we ensured that young people's voices were central to the operation of the service through several consultation methods. Religious, language, and cultural beliefs were identified during initial assessments. The Community Council provided a platform for young people to share views and suggest improvements. Regular questionnaires were distributed to young people and parents, with feedback shared with the Responsible Individual (RI) and Governing Body. We facilitated independent advocacy through Tros Gynnal, which conducted monthly visits, with findings reported to Governors and stakeholders. Each flat held weekly menu planning sessions, allowing young people to choose meals. Additionally, they were supported in selecting preferred activities using choice boards and augmentative communication methods, ensuring accessibility for all.

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?	£207.36
The maximum weekly fee payable during the last financial year?	£829.49

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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	15	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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

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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	2	0	0
Care Worker	11	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	4	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	2	0
Care Worker	6	9

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	1	1
Senior Care Worker	2	0
Care Worker	6	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Work 9.30 pm till 7.30 am, typically two nights per week 20 hours. 2 staff
Care Worker	Day staff work split shifts Monday 2.15pm-9.45pm. Tuesday-Thursday 7.15am-9.30am 3.15pm-9.45pm Friday 7.15am-9.30am. 7 staff & 4 supply staff on alternative days hours depend on requirement Two day staff members are sheduled for sleep in shifts each night 9.45pm-7.15am on a rota basis. Night staff Shift patern 9.30pm till 7.30am, typically two nights per week 4 staff

Service: Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	27/12/2018
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Denbighshire County Council is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Katie Marie Newe
How many people in total did the service provide care and support to during the last financial year?	315

Service management

Responsible Individual(s)	Katie Newe
Manager(s)	Robert Gilmour, Julia Bamber

Service contact details

Service Telephone Number	03004561000
Service Contact Email Address	katie.newe@denbighshire.gov.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

Engagement with people using the service

Denbighshire County Council Registered Services have established quality assurance processes which include consultation with citizens and their families; • Quality of Care Review (Reg 80) • Responsible Individual Monitoring Visit (Reg 73) • Managers' audits and checklists – daily, weekly and monthly Complaints, Compliments, Suggestions and Concerns Policy Feedback forms that are for Generic / individual / user of service, relative, representative (Appendix 4) and staff feedback Citizen meetings (e.g. Community Living and Extra Care) • Citizen involvement / co-production with development, implementation and reviewing of care plans and risk assessments.

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£27.72
The maximum hourly rate payable during the last financial year?	£27.72

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	0
Number of complaints partially upheld	2
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)	71.21
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	8	8
Senior Care Worker	1	0
Care Worker	98	98

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	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	No staff have yet completed
Care Worker	All staff have completed	Working towards all staff completing

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)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

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	All staff have completed
Care Worker	Working towards all staff completing	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)	Working towards all staff completing	All staff have completed
Senior Care Worker	No staff have yet completed	No staff have yet completed
Care Worker	Working towards all staff completing	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	No staff have yet completed	All staff have completed
Care Worker	Working towards all staff completing	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	2	0	0
Supervisory Staff (not providing direct care)	8	0	0
Senior Care Worker	1	0	0
Care Worker	84	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	14	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
Supervisory Staff (not providing direct care)	8	0
Senior Care Worker	1	0
Care Worker	15	83

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Supervisory Staff (not providing direct care)	7	1
Senior Care Worker	1	0
Care Worker	64	19

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Monday to Friday 9-5, 1 staff, with on call rotated in
Care Worker	Across Reablement, Extra Care Housing and Community living Shifts have an average start from 7am until 2pm, 16 staff members, Afternoon starts from earliest 2pm till 10pm latest, 15 staff, Night staff from 10pm to 7am, 4 staff.