

# Chestnut House Healthcare Limited

## Annual Return 2025/2026

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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**

|                                                     |                                                    |
|-----------------------------------------------------|----------------------------------------------------|
| <b>The provider was registered on:</b>              | 13/02/2019                                         |
| <b>The following lists the provider conditions:</b> | There are no conditions associated to the provider |

**Training and workforce planning arrangements**

|                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b> | <p>The arrangements are citation Atlas training and also using the workforce development training with Wrexham council</p> <p>We can use REACT TO RED,</p> <p>Oral care by BCU</p> <p>trainings offered from BCU, Infection control, medication management, dysphagia, pressure care,</p> <p>Supervisions are a great source of gaining the information and also the training matrix to ensure we meet the guidelines expected</p> <p>Staff are sent bundles of training and they have a time limit on which to complete.Brought up in each supervision</p> |
| <b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>                        | <p>Continuing with INDEED with success</p> <p>Overseas staff are being hired though sponsorship scheme.</p> <p>Local and word of mouth and facebook, Next door platforms</p>                                                                                                                                                                                                                                                                                                                                                                                |

**Regulated services delivered by this provider**

| <b>Service name</b>          | <b>Service type</b> | <b>Type of care</b>    |
|------------------------------|---------------------|------------------------|
| White House Residential Home | Care Home Service   | Adults Without Nursing |
| Southern House Nursing Home  | Care Home Service   | Adults With Nursing    |

## Service: Southern House Nursing Home

### Service summary

|                                                                                                             |                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                                                   |
| <b>Type of Care</b>                                                                                         | Adults With Nursing                                                                                                                                                                                                                                                                                                                                 |
| <b>Approval Date</b>                                                                                        | 13/02/2019                                                                                                                                                                                                                                                                                                                                          |
| <b>Maximum number of places</b>                                                                             | 35                                                                                                                                                                                                                                                                                                                                                  |
| <b>Service Conditions</b>                                                                                   | <ul style="list-style-type: none"><li>• The responsible individual for this service is Moira Jones</li><li>• A maximum of 35 individuals can be accommodated at this service</li><li>• Chestnut House Healthcare Limited is registered to provide a Care Home Service at Southern House Nursing Home, 18 Water Street, Abergele, LL22 7SH</li></ul> |
| <b>How many people in total did the service provide care and support to during the last financial year?</b> | 53                                                                                                                                                                                                                                                                                                                                                  |

### Service management

|                                  |                |
|----------------------------------|----------------|
| <b>Responsible Individual(s)</b> | Moira Jones    |
| <b>Manager(s)</b>                | Gillian Warren |

### Service contact details

|                                      |                                                                              |
|--------------------------------------|------------------------------------------------------------------------------|
| <b>Service Telephone Number</b>      | <a href="tel:01745833600">01745833600</a>                                    |
| <b>Service Contact Email Address</b> | <a href="mailto:manager@southernhouse.co.uk">manager@southernhouse.co.uk</a> |

### Languages used at the service

|                                                                         |                                                                                                                     |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>What is the main language through which the service is provided?</b> | English                                                                                                             |
| <b>Other languages used in the provision of the service</b>             | <ul style="list-style-type: none"><li>• Welsh</li></ul>                                                             |
| <b>Non-verbal communication methods used at the service</b>             | <ul style="list-style-type: none"><li>• Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)</li></ul> |

### Service facilities and accommodation

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Education facility</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 27</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 1</li><li>• Number of single bedrooms: 34</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Quiet areas</li><li>• TV point</li><li>• Wheelchair access</li></ul> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Engagement with people using the service

|                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regular resident meetings take place and are documented with actions created and outcomes discussed. Families and NOK attend yearly CHC meetings to discuss Care Plans and needs and wishes. Quality Questionnaires are completed every 6 months and displayed outcomes are provided. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 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? | £1318.00 |
| The maximum weekly fee payable during the last financial year? | £1318.00 |

## 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) | 48 |
|--------------------------------------------------------------------------------|----|

## 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               |
| Registered Nurse (First Year in Practice)     | 2                    | 0               |
| Registered Nurse (1+ Years in Practice)       | 5                    | 0               |
| Senior Care Worker                            | 2                    | 0               |
| Care Worker                                   | 21                   | 0               |
| Domestic staff                                | 5                    | 0               |
| Catering staff                                | 4                    | 0               |
| Other Staff                                   | 6                    | 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 |
| 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             |
| Supervisory Staff (not providing direct care) | 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           | Working towards all staff completing |
| 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 | 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 | 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                                       | Not relevant to this staff group     | 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             |
| Registered Nurse (First Year in Practice)     | All staff have completed             | All staff have completed             |
| Registered Nurse (1+ Years in Practice)       | Working towards all staff completing | All staff have completed             |
| Senior Care Worker                            | Working towards all staff completing | All staff have completed             |
| Care Worker                                   | Not relevant to this staff group     | All staff have completed             |
| Domestic staff                                | Not relevant to this staff group     | All staff have completed             |
| 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 |
| 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                                | 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) | 1                      | 0                                  | 0                 |
| Registered Nurse (First Year in Practice)     | 2                      | 0                                  | 0                 |
| Registered Nurse (1+ Years in Practice)       | 5                      | 0                                  | 0                 |
| Senior Care Worker                            | 2                      | 0                                  | 0                 |
| Care Worker                                   | 21                     | 0                                  | 0                 |
| Domestic staff                                | 5                      | 0                                  | 0                 |
| Catering staff                                | 4                      | 0                                  | 0                 |
| Other Staff                                   | 6                      | 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                                              |
| 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                                              |

#### 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                      |
| Registered Nurse (First Year in Practice)     | 2                      | 0                      |
| Registered Nurse (1+ Years in Practice)       | 2                      | 3                      |
| Senior Care Worker                            | 2                      | 0                      |
| Care Worker                                   | 12                     | 9                      |
| Domestic staff                                | 4                      | 1                      |
| Catering staff                                | 0                      | 4                      |
| Other Staff                                   | 2                      | 4                      |

#### 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                                                           |
| Supervisory Staff (not providing direct care) | 1                           | 0                                                           |
| Registered Nurse (First Year in Practice)     | 1                           | 0                                                           |
| Registered Nurse (1+ Years in Practice)       | 5                           | 0                                                           |
| Senior Care Worker                            | 2                           | 0                                                           |
| Care Worker                                   | 11                          | 5                                                           |
| Domestic staff                                | 2                           | 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                                   |
| Supervisory Staff (not providing direct care) | 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                                   | 4                                                       | 4                                   |
| Domestic staff                                | 0                                                       | 0                                   |
| Catering staff                                | 0                                                       | 0                                   |
| Other Staff                                   | 0                                                       | 0                                   |

#### Typical shift patterns

| Role type                                 | Typical shift patterns                                 |
|-------------------------------------------|--------------------------------------------------------|
| Registered Nurse (First Year in Practice) | 07.45am – 20.00pm                                      |
| Registered Nurse (1+ Years in Practice)   | 07.45-20.00pm and 07.45-18.00pm nights 19.45pm – 08.00 |
| Senior Care Worker                        | 07.45-20.00pm nights 20.00 – 08.00                     |
| Care Worker                               | 8.00am – 20.00 and 20.00 – 08.00 am                    |

## Service: White House Residential Home

### Service summary

|                                                                                                      |                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Type                                                                                         | Care Home Service                                                                                                                                                                                                                                                                                                                                   |
| Type of Care                                                                                         | Adults Without Nursing                                                                                                                                                                                                                                                                                                                              |
| Approval Date                                                                                        | 13/02/2019                                                                                                                                                                                                                                                                                                                                          |
| Maximum number of places                                                                             | 37                                                                                                                                                                                                                                                                                                                                                  |
| Service Conditions                                                                                   | <ul style="list-style-type: none"><li>• A maximum of 37 individuals can be accommodated at this service.</li><li>• Chestnut House Healthcare Limited is registered to provide a Care Home Service at White House Residential Home, 5-7 Grove Road, Wrexham, LL11 1DY</li><li>• The responsible individual for this service is Moira Jones</li></ul> |
| How many people in total did the service provide care and support to during the last financial year? | 47                                                                                                                                                                                                                                                                                                                                                  |

### Service management

|                           |                  |
|---------------------------|------------------|
| Responsible Individual(s) | Moira Jones      |
| Manager(s)                | Debra Shellshear |

### Service contact details

|                               |                                                                              |
|-------------------------------|------------------------------------------------------------------------------|
| Service Telephone Number      | <a href="tel:01978358925">01978358925</a>                                    |
| Service Contact Email Address | <a href="mailto:manager@whitehousewxm.co.uk">manager@whitehousewxm.co.uk</a> |

### 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"><li>• Welsh</li><li>• Polish</li><li>• Hindi</li><li>• Malayalam</li><li>• Marathi</li><li>• Nepalese</li><li>• Telugu</li><li>• Gujarati</li><li>• Nigerian</li><li>• Panjabi</li><li>• Tamil</li></ul>                                                                                                                                                                                     |
| Non-verbal communication methods used at the service             | <ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Writing (Paper / Whiteboards)</li><li>• Lipreading</li><li>• Objects of reference</li><li>• Social Stories</li></ul> |

### Service facilities and accommodation

|                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Cinema</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li></ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- Library
- Lifts
- Near public transport
- Number of bathrooms with assisted bathing facilities: 4
- Number of bedrooms with en-suite facilities: 29
- Number of communal lounges: 4
- Number of dining rooms: 1
- Number of shared bedrooms: 1
- Number of single bedrooms: 36
- On-site parking
- Outdoor seating / entertainment area
- Pet friendly (or by arrangement)
- Phone point
- Quiet areas
- Sensory areas
- Stairlift
- TV point
- Wheelchair access
- Wildlife / domesticated animals

### Engagement with people using the service

NOK questionnaires staff meetings private facebook page residents meetings care home.co.uk review cards Statement Of Purpose Service Users Guide care home information booklet flyers quarterly newsletter

### 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? | £804.67  |
| The maximum weekly fee payable during the last financial year? | £1295.00 |

### 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) | 18 |
|--------------------------------------------------------------------------------|----|

### Posts and vacancies

| Role type          | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager            | 1                    | 0               |
| Deputy Manager     | 1                    | 0               |
| Senior Care Worker | 6                    | 0               |
| Care Worker        | 12                   | 1               |
| Domestic staff     | 6                    | 1               |
| Catering staff     | 4                    | 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 | Not relevant to this staff group     |
| Care Worker        | All staff have completed | All staff have completed             |
| 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 | 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 | 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     | Working towards all staff completing | Working towards all staff completing |
| 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             | Working towards all staff completing |
| 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        | Working towards all staff completing | 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        | Not relevant to this staff group | All staff have completed             |
| Domestic staff     | Not relevant to this staff group | All staff have completed             |
| 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            | 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     | Working towards all staff completing | Working towards all staff completing |
| Catering staff     | Working towards all staff completing | Working towards all staff completing |
| 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 | 6                      | 0                                  | 0                 |
| Care Worker        | 12                     | 0                                  | 0                 |
| Domestic staff     | 5                      | 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                                              |
| 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                      |
| Senior Care Worker | 6                      | 0                      |
| Care Worker        | 9                      | 3                      |
| Domestic staff     | 0                      | 6                      |
| Catering staff     | 1                      | 3                      |
| 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 | 4                           | 2                                                           |
| Care Worker        | 5                           | 7                                                           |
| Domestic staff     | 0                           | 0                                                           |
| Catering staff     | 1                           | 0                                                           |
| Other Staff        | 1                           | 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 | 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 | day shift 8am-8pm, 1 staff, Night staff 8pm - 8 am, 1 staff    |
| Care Worker        | day shift 8am - 8pm, 4 staff. Night shift , 8pm - 8am, 2 staff |