

Hafod Housing Association Ltd

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:	10/10/2019
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.	Each service have a training matrix that is reviewed at least once a month to identify colleagues who are out of compliance or are due to come out of compliance. This is discussed with a member of the L&D team along with the Care Home Management who are due to come out of compliance receive an email 28 days prior to notify them A detailed training plan is released providing at least 3 weeks notice of all in-person training sessions that are planned to take place. We have inhouse + extrnal traini
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Attraction - We use Indeed, Facebook, We Care Wales to advertise vacancies. We have a Linked in recruiter licence which allows us to target adverting. We also attend Local Job Fairs, andhave reviewed our volunteer pathway. Selectoin - We continue to recruit using behaviours based questions and activities in group and one to one interviews. We started using scenario-based questions, work related secnarios and residents during selection. Retention We offer contracted hours and a additional benefits

Regulated services delivered by this provider

Service name	Service type	Type of care
Brocastle Manor Care Home	Care Home Service	Adults With Nursing
Cwmbran House	Care Home Service	Adults Without Nursing
Gwynfa	Care Home Service	Adults Without Nursing
Picton Court	Care Home Service	Adults With Nursing
Plas y Garn	Care Home Service	Adults Without Nursing
Ty Penrhos	Care Home Service	Adults With Nursing
Woodcroft	Care Home Service	Adults Without Nursing
Cwm Taf Morgannwg Community Homecare	Domiciliary Support Service	None
Cardiff Community Homecare	Domiciliary Support Service	None

Service: Ty Penrhos

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/10/2019
Maximum number of places	83
Service Conditions	<ul style="list-style-type: none">• A maximum of 83 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Ty Penrhos Ty Penrhos, 2 Beddau Way, Caerphilly CF83 2AX• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	122

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Karen Davis

Service contact details

Service Telephone Number	02920854340
Service Contact Email Address	typenrhos@hafod.org.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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)• Assistive Technology• Objects of reference

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Near public transport• Number of bathrooms with assisted bathing facilities: 7• Number of bedrooms with en-suite facilities: 83• Number of communal lounges: 9• Number of dining rooms: 6• Number of shared bedrooms: 0• Number of single bedrooms: 83• Pet friendly (or by arrangement)• Residents' kitchenette / communal kitchen
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Engagement with people using the service

Regular relatives and residents meetings were undertaken. Annual Questionnaires.
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Compliance and quality statement

Not Inspected - Strong Internal Checks <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1021
The maximum weekly fee payable during the last financial year?	£3576

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)	97
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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)	2	0
Nursing Assistant / Auxiliary Nurse	8	0
Registered Nurse (1+ Years in Practice)	25	1
Senior Care Worker	5	0
Care Worker	85	2
Domestic staff	15	0
Catering staff	7	0
Other Staff	7	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Working towards all staff completing
Nursing Assistant / Auxiliary Nurse	Not relevant to this staff group	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	Not relevant to this staff group	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	No staff have yet completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	Working towards all staff completing	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	No staff have yet completed	Working towards all staff completing
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	No staff have yet completed
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	Working towards all staff completing	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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)	All staff have completed	Working towards all staff completing
Nursing Assistant / Auxiliary Nurse	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	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	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	Working towards all staff completing
Nursing Assistant / Auxiliary Nurse	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	All staff have completed	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	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
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	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	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)	2	0	0
Nursing Assistant / Auxiliary Nurse	7	0	0
Registered Nurse (1+ Years in Practice)	22	0	0
Senior Care Worker	5	0	0
Care Worker	82	0	0
Domestic staff	11	0	0
Catering staff	6	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	1
Registered Nurse (1+ Years in Practice)	0	3
Senior Care Worker	0	0
Care Worker	0	3
Domestic staff	0	4
Catering staff	0	1
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)	2	0
Nursing Assistant / Auxiliary Nurse	7	1
Registered Nurse (1+ Years in Practice)	18	7
Senior Care Worker	5	0
Care Worker	49	36
Domestic staff	5	10
Catering staff	4	3
Other Staff	5	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
Supervisory Staff (not providing direct care)	2	0
Nursing Assistant / Auxiliary Nurse	8	0
Registered Nurse (1+ Years in Practice)	25	0
Senior Care Worker	5	0
Care Worker	69	16
Domestic staff	1	0
Catering staff	7	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	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	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	14	0
Catering staff	0	0
Other Staff	0	5

Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	Day 07:45 - 20:00 x 7 Night 19:45 - 08:00 x 1
Registered Nurse (1+ Years in Practice)	Day 07:45 - 20:00 x 17 Night 19:45 - 08:00 x 8
Senior Care Worker	Day 07:45 - 20:00 x 3 Night 19:45 - 08:00 x 2
Care Worker	Days 08:00 - 20:00 x 49 Nights 20:00 - 08:00 x34 Twilight 18:00 - 24:00 x2

Service: Cwmbran House

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2019
Maximum number of places	56
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Marc Pullen-James• A maximum of 56 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Cwmbran House Five Locks Road , Pontynewydd , Cwmbran NP44 1AP
How many people in total did the service provide care and support to during the last financial year?	90

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Lynne Woodrow

Service contact details

Service Telephone Number	01633838806
Service Contact Email Address	cwmbranhouse@hafod.org.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	<ul style="list-style-type: none">• Romanian• Bengali• Nepalese• Arabic• Persian (Farsi)• Other African language• Latvian• Ukrainian• Nigerian• Swahili
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Objects of reference• Signalong• Assistive Technology• Writing (Paper / Whiteboards)• Intensive interaction• 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• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Ground-floor accommodation only• Hairdressing / beauty services• Internet access• Laundry service• Library• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 56

- Number of communal lounges: 3
- Number of dining rooms: 2
- Number of shared bedrooms: 0
- Number of single bedrooms: 56
- On-site parking
- Outdoor seating / entertainment area
- Phone point
- Quiet areas
- TV point
- Wheelchair access
- Woodland / ponds

Engagement with people using the service

Regular Service User meeting and Relatives meetings were held. Management operate an open door policy and offices are located next to the main entrance (management office as you walk in is right hand side), where service users and relatives are able to have regular access to the management team to discuss any areas they would like to. Management team conducts regular walk around where residents are able to consult with them.

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?	£928
The maximum weekly fee payable during the last financial year?	£1502

Complaints processed by the service

Total number of formal complaints made during the last financial year	13
Number of active complaints outstanding	0
Number of complaints upheld	10
Number of complaints partially upheld	3
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)	1
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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	7	4
Care Worker	32	4
Domestic staff	9	0
Catering staff	7	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
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	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
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	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	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	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

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	7	0	0
Care Worker	30	0	0
Domestic staff	6	0	0
Catering staff	6	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
Senior Care Worker	0	0
Care Worker	0	2
Domestic staff	0	3
Catering staff	0	1
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	7	0
Care Worker	29	3
Domestic staff	2	7
Catering staff	4	3
Other Staff	3	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	6	1
Care Worker	29	3
Domestic staff	0	0
Catering staff	7	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)	1	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	9
Catering staff	0	0
Other Staff	0	6

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day - 06.45 - 19.00 - 2.5 staff; Nights - 18.45 - 07.00 - 2 staff
Care Worker	Day shift - 7.00 - 19.00 - 8 staff; Night - 19.00 - 07.00 - 5 staff

Service: Plas y Garn

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	10/10/2019
Maximum number of places	32
Service Conditions	<ul style="list-style-type: none">• A maximum of 32 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Plas y Garn Plas-y-garn Residential Home, Park Gardens Penygarn, Pontypool NP4 8DB• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	51

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	David Daniels

Service contact details

Service Telephone Number	01495757708
Service Contact Email Address	plas-y-garn@hafod.org.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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)• Objects of reference• 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 transport• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• 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: 0• Number of communal lounges: 5• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 32• On-site parking• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access

Engagement with people using the service

Plas y Garn hold quarterly residents meetings and quarterly Relatives and representatives meetings. We communicate with relatives via email and Facebook. We hold an open door policy where relatives and residents are able to speak with the management when they please. Management also conduct regular building walk arounds and speak with residents. Management are also present on the weekend to allow time for those who may not be able to come in during the week.

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?	£928
The maximum weekly fee payable during the last financial year?	£1397

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)	35
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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	10	1
Care Worker	30	2
Domestic staff	6	0
Catering staff	4	0
Other Staff	5	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	Working towards all staff completing
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

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	All staff have completed
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	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	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	Not relevant to this staff group
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	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	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

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	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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	10	0	0
Care Worker	19	0	0
Domestic staff	6	0	0
Catering staff	0	3	0
Other Staff	5	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	11
Domestic staff	0	0
Catering staff	0	1
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	0	1
Senior Care Worker	7	3
Care Worker	21	9
Domestic staff	0	6
Catering staff	2	2
Other Staff	1	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
Senior Care Worker	6	4
Care Worker	0	16
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	0	0
Care Worker	0	0
Domestic staff	6	0
Catering staff	4	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day 06:45-7pm Night 6:45pm-7am
Care Worker	Day 7am-7pm Night 7pm-7am

Service: Cwm Taf Morgannwg Community Homecare

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/10/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">Hafod Housing Association Ltd is registered to provide a domiciliary support service in Cwm Taf Regional Partnership AreaThe responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	90

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Leanne Emmanuel

Service contact details

Service Telephone Number	01443445466
Service Contact Email Address	bridgendcommunityhomecare@hafod.org.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

Annual Surveys are completed, we do face to face reviews quarterly at a minimum. Contact by RI and Auditor during regulatory compliance visits. In Llys Ton we undertake Quarterly residents meetings.
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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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.79
The maximum hourly rate payable during the last financial year?	£12.79

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)	14
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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)	1	0
Care Worker	36	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have 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)	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
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)	All staff have completed	All staff have 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)	All staff have 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)	1	0	0
Care Worker	0	15	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
Care Worker	0	21

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)	1	0
Care Worker	15	21

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
Supervisory Staff (not providing direct care)	1	0
Care Worker	15	16

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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	11x 7am - 3pm 8x 3pm - 10pm 1x night sleep shift

Service: Woodcroft

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2019
Maximum number of places	60
Service Conditions	<ul style="list-style-type: none">• A maximum of 60 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Woodcroft Woodcroft Care Home, Abergele Road Rumney, Cardiff CF3 1RS• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	116

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	There are no Managers at the service

Service contact details

Service Telephone Number	02920774500
Service Contact Email Address	woodcroft@hafod.org.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 transport• Activities room (Art, Music, Games, Computers, etc.)• 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: 60• Number of bedrooms with en-suite facilities: 60• Number of communal lounges: 6• Number of dining rooms: 6• Number of shared bedrooms: 0• Number of single bedrooms: 60• On-site parking• Outdoor seating / entertainment area• Phone point• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access

Engagement with people using the service

Regular Residents and relatives meetings are undertaken. Daily walk around completed by management. Annual Surveys completed
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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?	£1096.94
The maximum weekly fee payable during the last financial year?	£1305

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	1
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)	40
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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	10	2
Care Worker	45	9
Domestic staff	9	1
Catering staff	5	1
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
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	Working towards all staff completing	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	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	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	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	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	All staff have completed
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	10	0	0
Care Worker	40	3	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
Senior Care Worker	0	0
Care Worker	0	2
Domestic staff	0	1
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	8	2
Care Worker	40	5
Domestic staff	3	6
Catering staff	3	2
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	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	0	0
Deputy Manager	0	0
Senior Care Worker	1	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	3
Care Worker	10

Service: Brocastle Manor Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/10/2019
Maximum number of places	80
Service Conditions	<ul style="list-style-type: none">• A maximum of 80 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Brocastle Manor Care Home Brocastle House, Bridgend CF35 5AU• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	121

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Linda Jenkins

Service contact details

Service Telephone Number	01656679120
Service Contact Email Address	BrocastleRM@hafod.org.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	<ul style="list-style-type: none">• Non-formal communication (e.g. body language, facial expressions)• Picture Exchange Communication System (PECS)• Writing (Paper / Whiteboards)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Total Communication

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Garden(s)• Hairdressing / beauty services• Internet access• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 4• Number of bedrooms with en-suite facilities: 80• Number of communal lounges: 7• Number of dining rooms: 4• Number of shared bedrooms: 0• Number of single bedrooms: 80• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access
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Engagement with people using the service

Responsible Individual completes three monthly regulation 73 visits to the service. Whilst doing so he speaks to residents to ascertain the feelings of the views of the residents. The service also conducts an annual customer satisfaction survey which speaks to residents, families and professionals. By- monthly residents meetings are held and family invited to attend. information gathered is incorporated in to future plans. At a service level each residents received a three monthly review and outcomes are recorded in their personal plans.

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?	£988
The maximum weekly fee payable during the last financial year?	£1771

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	1
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)	101
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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)	2	0
Nursing Assistant / Auxiliary Nurse	14	0
Registered Nurse (1+ Years in Practice)	13	0
Senior Care Worker	1	0
Care Worker	75	0
Domestic staff	11	0
Catering staff	8	0
Other Staff	7	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	Working towards all staff completing
Nursing Assistant / Auxiliary Nurse	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	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
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Nursing Assistant / Auxiliary Nurse	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	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	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	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	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	All staff have completed
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	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	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	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	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	Working towards all staff completing

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	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
Nursing Assistant / Auxiliary Nurse	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	All staff have completed	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	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
Supervisory Staff (not providing direct care)	2	0	0
Nursing Assistant / Auxiliary Nurse	14	0	0
Registered Nurse (1+ Years in Practice)	11	0	0
Senior Care Worker	1	0	0
Care Worker	66	0	0
Domestic staff	9	0	0
Catering staff	7	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
Supervisory Staff (not providing direct care)	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (1+ Years in Practice)	0	2
Senior Care Worker	0	0
Care Worker	0	9
Domestic staff	0	2
Catering staff	0	1
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)	2	0
Nursing Assistant / Auxiliary Nurse	11	3
Registered Nurse (1+ Years in Practice)	6	7
Senior Care Worker	1	0
Care Worker	45	30
Domestic staff	0	11
Catering staff	1	7
Other Staff	2	5

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)	2	0
Nursing Assistant / Auxiliary Nurse	14	0
Registered Nurse (1+ Years in Practice)	13	0
Senior Care Worker	1	0
Care Worker	24	34
Domestic staff	0	0
Catering staff	8	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
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	Daytime 6.45 - 7pm. 3 staff Nighttime - 6.45pm - 7am. -2 staff
Registered Nurse (1+ Years in Practice)	Daytime 6.45 - 7pm.2 staff Nighttime - 6.45pm - 7am. -2 staff
Senior Care Worker	Daytime- 7am -7pm
Care Worker	Daytime - 7am - 7pm -18 staff Nighttime - 7pm-7am. 9 staff

Service: Gwynfa

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/10/2019
Maximum number of places	17
Service Conditions	<ul style="list-style-type: none">• A maximum of 17 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Gwynfa Gwynfa, 103 Station Road Llanishen, Cardiff CF14 5UW• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	18

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Helen Buhagiar

Service contact details

Service Telephone Number	02920764714
Service Contact Email Address	gwynfaadmin@hafod.org.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• Close to local shops / amenities• Garden(s)• Internet access• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 1• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 17• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)

Engagement with people using the service

Regular Residents meetings are held. Information collated from annual survey Residents are consulted organically daily due to the nature of the service

Compliance and quality statement

Inspected - Areas for Improvement <p>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.</p> <p>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.</p>
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1122.66
The maximum weekly fee payable during the last financial year?	£1122.66

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)	13
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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	6	0
Care Worker	8	0
Domestic staff	3	0
Catering staff	2	1
Other Staff	2	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
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	Working towards all staff completing	All staff have completed
Care Worker	All staff have completed	All staff have completed
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

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	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	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	Working towards all staff completing
Domestic staff	All staff have completed	Not relevant to this staff group
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

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	6	0	0
Domestic staff	2	1	0
Catering staff	2	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	2
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	1	5
Care Worker	3	5
Domestic staff	0	3
Catering staff	0	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	4	2
Care Worker	4	4
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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	0
Other Staff	0	2

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	07.15-19.30 day shift 1 staff. 19.15-07.30 night shift 1 staff
Care Worker	07.30-19.30 day shift 1 staff. 19.30-0 shift 1 staff 7.30 night

Service: Picton Court

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/10/2019
Maximum number of places	76
Service Conditions	<ul style="list-style-type: none">• A maximum of 76 individuals can be accommodated at this service• Hafod Housing Association Ltd is registered to provide a Care Home Service at Picton Court 200 West Road , Porthcawl CF36 3RT• The responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	94

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Shajitha Augustine

Service contact details

Service Telephone Number	01656789720
Service Contact Email Address	picton@hafod.org.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	<ul style="list-style-type: none">• Arabic
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• Writing (Paper / Whiteboards)• Non-formal communication (e.g. body language, facial expressions)• Objects of reference• Assistive Technology• Social Stories• 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 transport• Activities room (Art, Music, Games, Computers, etc.)• 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: 76• Number of communal lounges: 5• Number of dining rooms: 3• Number of shared bedrooms: 0• Number of single bedrooms: 76• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas• Residents' kitchenette / communal kitchen
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- Shop on the premises
- TV point
- Wheelchair access

Engagement with people using the service

Picton hold quarterly residents meetings and quarterly Relatives and representatives meetings. We communicate with relatives via email and Facebook. We hold an open door policy where relatives and residents are able to speak with the management when they please. Management also conduct regular building walk arounds and speak with residents. Annual Surveys are distributed to all residents and relatives/representatives

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?	£979
The maximum weekly fee payable during the last financial year?	£1527

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)	89.79
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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
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (1+ Years in Practice)	12	0
Senior Care Worker	10	0
Care Worker	61	6
Domestic staff	12	0
Catering staff	8	0
Other Staff	6	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
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	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	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 (1+ Years in Practice)	All staff have completed	All staff have completed
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	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

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
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	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Not relevant to this staff group	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)	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	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	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)	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	Working towards all staff completing
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	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Nursing Assistant / Auxiliary Nurse	0	0	0
Registered Nurse (1+ Years in Practice)	12	0	0
Senior Care Worker	8	0	0
Care Worker	58	0	0
Domestic staff	10	0	0
Catering staff	7	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
Nursing Assistant / Auxiliary Nurse	0	4
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	2
Care Worker	0	3
Domestic staff	0	2
Catering staff	0	1
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	2
Nursing Assistant / Auxiliary Nurse	0	4
Registered Nurse (1+ Years in Practice)	3	9
Senior Care Worker	7	3
Care Worker	39	22
Domestic staff	3	9
Catering staff	3	5
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	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	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

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
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	Nursing Assistants will only work when covering in the absence of a second Nurse or when required, their shifts are 8am-8pm
Registered Nurse (1+ Years in Practice)	2 x Nurses 8am-8pm 2 x Nurses 8pm -8am
Senior Care Worker	2x Senior Carers 8am-8pm 2 x senior carers 8pm-8am
Care Worker	14 Care workers 8am-3pm 13 Care workers 3pm-8pm 7x care workers 8pm -8am

Service: Cardiff Community Homecare

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	24/10/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Hafod Housing Association Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Marc Pullen-James
How many people in total did the service provide care and support to during the last financial year?	30

Service management

Responsible Individual(s)	Marc Pullen-James
Manager(s)	Leanne Emmanuel

Service contact details

Service Telephone Number	01443445466
Service Contact Email Address	enquiries@hafod.org.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

Threemonthly reviews completed with each individual service user. They are consulted on any changes they would like to see, or if they required any care being provided differently. Weekly residents meetings are undertaken at the service to consult with Service Users. All Service Users have Copies of the SOP and Service User Guide in folders in their individual accommodation.

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?	£12.64
The maximum hourly rate payable during the last financial year?	£12.64

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	0
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)	6
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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)	1	0
Senior Care Worker	1	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	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
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

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	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
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

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	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

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)	1	0	0
Senior Care Worker	1	0	0
Care Worker	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	9

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)	0	1
Senior Care Worker	0	1
Care Worker	0	15

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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	0	0
Care Worker	6	3

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	10 hours weekly
Care Worker	4 x 7 am - 3pm. 3 x 2pm-10pm. 1 x waking night