

Ceredigion County Council Adults and Children's Services

Annual Return 2025/2026

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

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Provider: Ceredigion County Council Adults and Children's Services

Provider summary

The provider was registered on:	19/02/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

<p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p>	<p>An annual TNA is conducted with all service areas which requires managers to identify their priority training needs for the forthcoming year. Supervision and appraisal processes also identify training needs and are subsequently passed to the L&D team.</p> <p>In line with Social Care Wales regulatory requirements the All Wales Induction Framework, relevant Health & Social Care qualifications and specific Health& Safety form a part of the rolling programme of development opportunities offered.</p>
<p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p>	<p>Recruitment arrangements/initiatives include:</p> <p>Virtual information sessions showcasing career pathways and the benefits of working in CCC</p> <p>Marketing of vacancies and care work via social media</p> <p>Marketing on WeCare.Wales and Indeed</p> <p>Introduce new CV application form</p> <p>Attendance at a range of careers events</p> <p>Management support and training</p> <p>Developed new Employer Brand strategy</p> <p>Retention initiatives:</p> <p>Celebrating staff achievements</p> <p>Employee Benefits Scheme</p> <p>Health and Wellbeing support</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Sycharth	Care Home Service	Childrens Home
Hafan y Waun	Care Home Service	Adults Without Nursing
Ty Ni	Care Home Service	Adults and Children Without Nursing
Targeted Care and Enablement	Domiciliary Support Service	None
Yr Hafod Residential Care Home	Care Home Service	Adults Without Nursing
Min y Mor Residential Care Home	Care Home Service	Adults Without Nursing
Hafan Deg Residential Care Home	Care Home Service	Adults Without Nursing
Bryntirion Resource Centre	Care Home Service	Adults Without Nursing

Service: Hafan y Waun

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	02/11/2023
Maximum number of places	90
Service Conditions	<ul style="list-style-type: none">• A maximum of 90 individuals can be accommodated at this service• Ceredigion County Council Adults and Children's Services is registered to provide a Care Home Service in Hafan y Waun, Hafan Y Waun, Waunfawr, Aberystwyth SY23 3AY.• The responsible individual for this service is Nerys Gwendoline Lewis
How many people in total did the service provide care and support to during the last financial year?	90

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Rachael Jones

Service contact details

Service Telephone Number	01970633001
Service Contact Email Address	hafaywaun@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Activities room (Art, Music, Games, Computers, etc.)• Bar / Café• Close to local shops / amenities• Garden(s)• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 90• Number of communal lounges: 10• Number of dining rooms: 5• Number of shared bedrooms: 0• Number of single bedrooms: 90• On-site parking• Outdoor seating / entertainment area• Quiet areas• Residents' kitchenette / communal kitchen• Sensory areas• TV point• Wheelchair access

Engagement with people using the service

In the last 12 months, there have been a number of opportunities for residents to have their views regarding the care and support or any element of the service. These include the following; Resident meetings (tailored to the residents living at the home) At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report On a quarterly
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basis through the Responsible Individual Visit and 'drop in' sessions All residents are made aware of how they can raise a concern along with how to make a complaint.

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?	£957
The maximum weekly fee payable during the last financial year?	£1023

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	2
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)	76.03
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	3	0
Supervisory Staff (not providing direct care)	1	1
Senior Care Worker	13	5
Care Worker	69	11
Domestic staff	9	0
Catering staff	11	0
Other Staff	8	1

Training undertaken

Induction and Health & Safety

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

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

Manual Handling and Safeguarding

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

Medicine Management and Dementia

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

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)	Not relevant to this staff group	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	Working towards all staff completing
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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	3	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	13	0	0
Care Worker	69	0	0
Domestic staff	9	0	0
Catering staff	8	0	0
Other Staff	8	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	3
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	3	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	10
Care Worker	10	59
Domestic staff	9	0
Catering staff	1	10
Other Staff	2	6

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	3	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	12	1
Care Worker	35	34
Domestic staff	0	0
Catering staff	0	0
Other Staff	5	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	7
Catering staff	0	11
Other Staff	0	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08.00 – 20:00 20.00 – 08.00 08.00 – 14.00 14.00 – 20.00 08.00 – 14.30 14.30 – 20.00
Care Worker	08.00 – 20:00 20.00 – 08.00 08.00 – 14.00 14.00 – 20.00 08.00 – 14.30 14.30 – 20.00

Service: Sycharth

Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	11/06/2025
Maximum number of places	3
Service Conditions	<ul style="list-style-type: none">A maximum of 3 individuals can be accommodated at this service.The responsible individual for this service is Nerys Gwendoline Lewis
How many people in total did the service provide care and support to during the last financial year?	3

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Gareth Hughes

Service contact details

Service Telephone Number	01545574000
Service Contact Email Address	sycharth@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Internet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 0Number of bedrooms with en-suite facilities: 3Number of communal lounges: 2Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 3On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenTV pointWheelchair access

Engagement with people using the service

In the last 6 months, there have been a number of opportunities for the young people to have their views regarding the care and support or any element of the service. These include the following; -Weekly house meetings -Meetings with management teams -Regular meeting with the RI, Social Worker, Advocate All young people are aware of how they can raise a concern along with how to make a complaint.

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
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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?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	26
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	1
Senior Care Worker	3	3
Care Worker	14	8

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
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

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	3	0	0
Care Worker	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	6	4

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	3	0
Care Worker	4	10

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	1
Senior Care Worker	2	1
Care Worker	6	8

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7-4.30 1- 2.30-12 1-10.30-8 1
Care Worker	7-4.30 1- 2.30-12 2-10.30-8 1

Service: Ty Ni

Service summary

Service Type	Care Home Service
Type of Care	Adults and Children Without Nursing
Approval Date	04/07/2025
Maximum number of places	2
Service Conditions	<ul style="list-style-type: none">A maximum of 2 individuals can be accommodated at this service.The responsible individual for this service is Nerys Gwendoline Lewis
How many people in total did the service provide care and support to during the last financial year?	1

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Gareth Hughes

Service contact details

Service Telephone Number	01545574000
Service Contact Email Address	sycharth@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">Access to minibus or other transportClose to local shops / amenitiesGarden(s)Ground-floor accommodation onlyInternet accessLaundry serviceNear public transportNumber of bathrooms with assisted bathing facilities: 2Number of bedrooms with en-suite facilities: 0Number of communal lounges: 1Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 2On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWheelchair access

Engagement with people using the service

<p>Our first placement for Tŷ Ni was only made on the 18 February 2026. Significant consultation has taken place with the young person, grand parents and professionals in exploring, reviewing and ensuring that the voice of the family is central to the care and support provided at Tŷ Ni. An advocate has been appointed and CAF/CASS has recently been appointed to ensure independent voice is heard regularly. Due to the placement being an emergency complex placement we have been meeting with key professionals three times a week, with daily contact with the social worker. Questionnaires have been shared with staff, professionals and RI discussions have been had with the young person, family, staff and professionals.</p>

Compliance and quality statement

Not Inspected - Strong Internal Checks

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

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

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£0
The maximum weekly fee payable during the last financial year?	£0

Complaints processed by the service

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

Staff working at the service

Staff summary

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

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	2
Care Worker	8	8

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	2	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	6	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	2	0
Care Worker	2	6

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
Senior Care Worker	0	2
Care Worker	6	2

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7-4.30 1- 2.30-12 1-10.30-8 1
Care Worker	7-4.30 1- 2.30-12 2-10.30-8 1

Service: Min y Mor Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2019
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Nerys Gwendoline Lewis• A maximum of 28 individuals can be accommodated at this service.• Ceredigion County Council is registered to provide a Care Home Service at Min y Mor Residential Care Home MINYMOR RESIDENTIAL HOME, WELLINGTON GARDENS, ABERAERON SA46 0BQ
How many people in total did the service provide care and support to during the last financial year?	22

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Chloe-Louise Williams-Lawless

Service contact details

Service Telephone Number	01545570514
Service Contact Email Address	minymor@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 2• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 28• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals
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Engagement with people using the service

In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support or any element of the service. These include the following; Resident meetings (tailored to the residents living at the home) At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report On a quarterly basis through the Responsible Individual Visit and 'drop in' sessions All residents are made aware of how they can raise
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a concern along with how to make a complaint.

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?	£957
The maximum weekly fee payable during the last financial year?	£1023

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)	29
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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	22	1
Domestic staff	2	1
Catering staff	5	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	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	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	Working towards all staff completing
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
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	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	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
Senior Care Worker	6	0	0
Care Worker	18	0	0
Domestic staff	2	0	0
Catering staff	5	0	0
Other Staff	1	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	4
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	2	4
Care Worker	1	21
Domestic staff	0	2
Catering staff	1	4
Other Staff	0	1

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	6	0
Care Worker	18	4
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	2
Catering staff	0	5
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00-14:30, 14:30-21:00, 21:00-08:00
Care Worker	08:00-14:30, 14:30-21:00, 21:00-08:00

Service: Yr Hafod Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2019
Maximum number of places	28
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Nerys Gwendoline Lewis• A maximum of 28 individuals can be accommodated at this service• Ceredigion County Council is registered to provide a Care Home Service at Yr Hafod Residential Care Home YR HAFOD OLD PEOPLES HOME, RHOS YDRE, CARDIGAN SA43 1NT
How many people in total did the service provide care and support to during the last financial year?	51

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Kelly-Marie Allan

Service contact details

Service Telephone Number	01239612651
Service Contact Email Address	Yrhafod@ceredigion.gov.uk

Languages used at the service

What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	<ul style="list-style-type: none">• 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">• 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: 0• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 28• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• TV point• Wheelchair access

Engagement with people using the service

In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and
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support or any element of the service. These include the following; Resident meetings (tailored to the residents living at the home) At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report On a quarterly basis through the Responsible Individual Visit and 'drop in' sessions All residents are made aware of how they can raise a concern along with how to make a complaint.

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?	£957
The maximum weekly fee payable during the last financial year?	£1023

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	26
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	17	2
Domestic staff	2	0
Catering staff	6	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

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

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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	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
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	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	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Not relevant to this staff group	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
Senior Care Worker	5	0	0
Care Worker	15	0	0
Domestic staff	2	0	0
Catering staff	6	0	0
Other Staff	1	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
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	2	3
Care Worker	1	16
Domestic staff	0	2
Catering staff	1	5
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	5	0
Care Worker	13	1
Domestic staff	0	0
Catering staff	0	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	3	0
Domestic staff	0	2
Catering staff	0	6
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	AM Shift: 1 Staff 8-5 PM Shift 1 Staff 12- 9 Night Shift : 1 Staff 9pm - 8am
Care Worker	AM Shift: 5/4 Staff 8-2.30 PM Shift 4/3 Staff 2.30-9 Night Shift: 9pm-8am 2 Staff

Service: Hafan Deg Residential Care Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	20/02/2019
Maximum number of places	19
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Nerys Gwendoline LewisA maximum of 19 individuals can be accommodated at this service.Ceredigion County Council is registered to provide a Care Home Service at Hafan Deg Residential Care Home HAFAN DEG OLD PEOPLES HOME, TEMPLE TERRACE, LAMPETER SA48 7BJ
How many people in total did the service provide care and support to during the last financial year?	26

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Matthew Parry

Service contact details

Service Telephone Number	01570422565
Service Contact Email Address	hafandeg@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">Activities room (Art, Music, Games, Computers, etc.)Close to local shops / amenitiesGarden(s)Internet accessLiftsNear public transportNumber of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 4Number of communal lounges: 4Number of dining rooms: 1Number of shared bedrooms: 0Number of single bedrooms: 19On-site parkingOutdoor seating / entertainment areaPet friendly (or by arrangement)Quiet areasResidents' kitchenette / communal kitchenSensory areasTV pointWheelchair accessWildlife / domesticated animals
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Engagement with people using the service

In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support or any element of the service. These include the following; Resident meetings (tailored to the residents living at the home) At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report On a quarterly

basis through the Responsible Individual Visit and 'drop in' sessions All residents are made aware of how they can raise a concern along with how to make a complaint.

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?	£957
The maximum weekly fee payable during the last financial year?	£1023

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)	24.93
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	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	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	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	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	No staff have yet completed	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	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	1	0
Senior Care Worker	6	0	0
Care Worker	18	0	0
Domestic staff	2	0	0
Catering staff	5	0	0
Other Staff	1	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	6	0
Domestic staff	0	0
Catering staff	4	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	4
Care Worker	2	22
Domestic staff	1	1
Catering staff	1	8
Other Staff	1	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	5	1
Care Worker	21	3
Domestic staff	0	0
Catering staff	9	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	2
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	21:00 – 08:00 - 1 08:00 – 14:30 - 1 14:30 – 21:00 - 1 8:00 – 17:00 12:00 – 21:00
Care Worker	21:00 – 08:00 - 2 08:00 – 14:30 - 3 14:30 – 21:00 - 2 8:00 – 17:00 12:00 – 21:00

Service: Bryntirion Resource Centre

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	19/02/2019
Maximum number of places	15
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Nerys Gwendoline Lewis• A maximum of 15 individuals can be accommodated at this service• Ceredigion County Council is registered to provide a Care Home Service at Bryntirion Resource Centre BRYNTIRION HOME & DAY CENTRE, PONTRHYDFENDIGAID ROAD, TREGARON SY25 6JE
How many people in total did the service provide care and support to during the last financial year?	14

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Keneoue Morgan

Service contact details

Service Telephone Number	01974298289
Service Contact Email Address	bryntirion@ceredigion.gov.uk

Languages used at the service

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

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• Close to local shops / amenities• Garden(s)• Internet access• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 1• Number of bedrooms with en-suite facilities: 0• Number of communal lounges: 2• Number of dining rooms: 2• Number of shared bedrooms: 1• Number of single bedrooms: 14• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Quiet areas• Residents' kitchenette / communal kitchen• TV point• Wheelchair access• Wildlife / domesticated animals
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Engagement with people using the service

In the last 12 months, there have been a number of opportunities for residents to voice their views regarding the care and support or any element of the service. These include the following; Resident meetings (tailored to the residents living at the home) At least twice-yearly questionnaires as part of capturing views for the Quality-of-Care Report On a quarterly

basis through the Responsible Individual Visit and 'drop in' sessions All residents are made aware of how they can raise a concern along with how to make a complaint.

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?	£957
The maximum weekly fee payable during the last financial year?	£1023

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)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	6	0
Care Worker	16	4
Domestic staff	3	0
Catering staff	5	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	6	0	0
Care Worker	14	0	0
Domestic staff	3	0	0
Catering 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
Senior Care Worker	0	0
Care Worker	2	0
Domestic staff	0	0
Catering staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	0	6
Care Worker	0	16
Domestic staff	3	0
Catering 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
Senior Care Worker	4	2
Care Worker	15	1
Domestic staff	0	0
Catering staff	0	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	3
Catering staff	0	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	8am - 2.30pm;2.30 -9pm;9pm-8am
Care Worker	8am - 2.30pm;2.30 -9pm;9pm-8am

Service: Targeted Care and Enablement

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/02/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Nerys Gwendoline LewisCeredigion County Council is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	350

Service management

Responsible Individual(s)	Nerys Lewis
Manager(s)	Margaretta James

Service contact details

Service Telephone Number	01545574092
Service Contact Email Address	enablement@ceredigion.gov.uk

Languages used at the service

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

Engagement with people using the service

Feedback questionnaires are provided at the end of the service provision and this information is fed into the Quality of Care report (6 monthly) Team Leaders visit service users regularly to review the Quality of the care provided by staff. Responsible Individual speaks to a selection of service users and family members on a quarterly basis. All residents are made aware of how they can raise a concern along with how to make a complaint.
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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 hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£32.76

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)	30
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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)	6	1
Senior Care Worker	6	0
Care Worker	28	3
Occupational Therapist	1	1
Planner	1	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	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
Occupational Therapist	All staff have completed	All staff have completed
Planner	Working towards all staff completing	All staff have completed
Other Staff	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
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
Occupational Therapist	All staff have completed	All staff have completed
Planner	All staff have completed	All staff have completed
Other Staff	All staff have completed	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	All staff have completed	All staff have completed
Occupational Therapist	All staff have completed	All staff have completed
Planner	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
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
Occupational Therapist	Not relevant to this staff group	Not relevant to this staff group
Planner	All staff have completed	All staff have completed
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
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
Occupational Therapist	Working towards all staff completing	Not relevant to this staff group
Planner	All staff have completed	Not relevant to this staff group
Other Staff	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	6	0	0
Senior Care Worker	0	6	0
Care Worker	28	0	0
Occupational Therapist	0	0	0
Planner	1	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Occupational Therapist	1	0
Planner	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
Supervisory Staff (not providing direct care)	6	0
Senior Care Worker	0	6
Care Worker	1	27
Occupational Therapist	1	0
Planner	1	0
Other Staff	4	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Supervisory Staff (not providing direct care)	6	0
Senior Care Worker	6	0
Care Worker	24	0
Occupational Therapist	1	0
Planner	1	0
Other Staff	4	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	4	0
Occupational Therapist	0	0
Planner	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	4 on 4 off
Care Worker	4 on 4 off