

Akari Care Cymru Limited

Annual Return 2025/2026

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

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Provider summary

The provider was registered on:	24/08/2018
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Each employee completes a set of mandatory training which is part of their induction & probationary reviews, following this as part of annual appraisals we set out personal development training that is required to be completed throughout the year. We have access to E-Learning, face to face training and all colleagues can access role specific training via an external provider. Colleagues are able to access local authority training which is sent out to homes for employees to register.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a dedicated recruitment team who support the advertising and sourcing of new colleagues, this involves area specific advertisements, attending jobs fairs etc. We offer support with registration with SCW. We have a colleague benefit scheme which offer welfare and wellbeing support, flexible working, recognition via Akari Value based awards, retail discount schemes, full funded qualifications, Life Assurance cover, Pension schemes and competitive rates of pay.

Regulated services delivered by this provider

Service name	Service type	Type of care
Cartrefle Residential Home	Care Home Service	Adults Without Nursing
Cartref y Borth Residential Home	Care Home Service	Adults Without Nursing
Preswylfa Nursing Home	Care Home Service	Adults With Nursing
Canterbury House	Care Home Service	Adults With Nursing

Service: Preswylfa Nursing Home

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2018
Maximum number of places	68
Service Conditions	<ul style="list-style-type: none">• A maximum of 68 individuals can be accommodated at this service• Akari Care Cymru Limited is registered to provide a Care Home Service at Preswylfa Nursing Home• The responsible individual for this service is Karen Harkin
How many people in total did the service provide care and support to during the last financial year?	145

Service management

Responsible Individual(s)	Karen Harkin
Manager(s)	Gary Roberts

Service contact details

Service Telephone Number	01745356258
Service Contact Email Address	preswylfa@akaricare.co.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">• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Writing (Paper / Whiteboards)

Service facilities and accommodation

<ul style="list-style-type: none">• Activities room (Art, Music, Games, Computers, etc.)• 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: 6• Number of bedrooms with en-suite facilities: 67• Number of communal lounges: 4• Number of dining rooms: 2• Number of shared bedrooms: 2• Number of single bedrooms: 65• On-site parking• Outdoor seating / entertainment area• Quiet areas• TV point• Wheelchair access

Engagement with people using the service

<p>During the last 12 months we have distributed surveys to residents. We encourage relatives to use our QR link. We had several Residents and relatives meetings in the home to seek feedback and provide information on changes within the home. We provide information about the home on Facebook, so everyone is kept up to date on changes and events happening in the home. As part of the internal auditing and senior management overview we ensure we speak to residents, visitors and colleagues - where residents are unable to verbally communicate, we carry out observations to establish residents engagement & feedback during specific activities at the point this is happening for example</p>

mealtimes and food, during activities and observe interactions with colleagues.

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?	£804.64
The maximum weekly fee payable during the last financial year?	£1310

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	77
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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
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	8	0
Care Worker	38	0
Domestic staff	10	0
Catering staff	6	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed
Domestic staff	Not relevant to this staff group	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	All staff have completed

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	7	0	0
Senior Care Worker	8	0	0
Care Worker	28	0	0
Domestic staff	10	0	0
Catering staff	6	0	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
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	2	0
Senior Care Worker	0	0
Care Worker	10	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	7	2
Senior Care Worker	8	0
Care Worker	31	7
Domestic staff	8	2
Catering staff	6	0
Other Staff	5	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	2	0
Care Worker	15	0
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	8-8 day and 8-8 night
Senior Care Worker	8-8 Day and 8-8 night
Care Worker	8-8 Day and 8-8 Night

Service: Cartref y Borth Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Maximum number of places	21
Service Conditions	<ul style="list-style-type: none">• A maximum of 21 individuals can be accommodated at this service• Akari Care Cymru Limited is registered to provide a Care Home Service at Cartref y Borth Residential Home, Betws Road, Llanrwst, LL26 0HE• The responsible individual for this service is Karen Harkin
How many people in total did the service provide care and support to during the last financial year?	29

Service management

Responsible Individual(s)	Karen Harkin
Manager(s)	Kerry Black

Service contact details

Service Telephone Number	01492641432
Service Contact Email Address	cartrefyborth@akaricare.co.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• Laundry service• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 3• Number of bedrooms with en-suite facilities: 2• Number of communal lounges: 3• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 21• On-site parking• Outdoor seating / entertainment area• TV point• Wheelchair access

Engagement with people using the service

Residents and staff meetings regularly planned and held Robust system of conversations with residents documenting on nourish system with updates and any changes Contact with families and Next of Kin, advocates and documenting on nourish. Relatives/friends surveys - QR code on display in reception. Carehome.co.uk review cards shared with a friendly letter from the home manager asking for feedback.

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?	£905.52
The maximum weekly fee payable during the last financial year?	£1130

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)	28
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Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

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

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

Manual Handling and Safeguarding

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

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	3	0	0
Care Worker	16	0	0
Domestic staff	4	0	0
Catering staff	4	0	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
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	1	2
Care Worker	3	13
Domestic staff	0	4
Catering staff	1	3
Other Staff	1	4

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	3	0
Care Worker	5	7
Domestic staff	0	0
Catering staff	2	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	1 Day shift 8am-8pm 1 night shift 8pm-8am
Care Worker	3 Day shift 8am-8pm 2 night shift 8pm-8am

Service: Cartrefle Residential Home

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	24/08/2018
Maximum number of places	24
Service Conditions	<ul style="list-style-type: none">• A maximum of 24 individuals can be accommodated at this service• Akari Care Cymru Limited is registered to provide a Care Home Service at Cartrefle Residential Home Cartrefle Residential Home, Ffordd Betws, Llanrwst LL26 0HG• The responsible individual for this service is Karen Harkin
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Karen Harkin
Manager(s)	Kerry Black

Service contact details

Service Telephone Number	01492640064
Service Contact Email Address	Cartrefle@akaricare.co.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">• Objects of reference• Picture Exchange Communication System (PECS)• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)• Social Stories• Non-formal communication (e.g. body language, facial expressions)• Writing (Paper / Whiteboards)

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: 4• Number of bedrooms with en-suite facilities: 4• Number of communal lounges: 2• Number of dining rooms: 1• Number of shared bedrooms: 0• Number of single bedrooms: 19• On-site parking• Outdoor seating / entertainment area• Pet friendly (or by arrangement)• Phone point• Quiet areas

- TV point
- Wheelchair access

Engagement with people using the service

Residents and relative meetings Phone calls Emails

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)	0
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Service: Canterbury House

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	24/08/2018
Maximum number of places	51
Service Conditions	<ul style="list-style-type: none">• A maximum of 51 individuals can be accommodated at this service• Akari Care Cymru Limited is registered to provide a Care Home Service at Canterbury House• The responsible individual for this service is Karen Harkin
How many people in total did the service provide care and support to during the last financial year?	69

Service management

Responsible Individual(s)	Karen Harkin
Manager(s)	Gary Roberts

Service contact details

Service Telephone Number	01745336511
Service Contact Email Address	Canterbury@akaricare.co.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">• Objects of reference• Non-formal communication (e.g. body language, facial expressions)

Service facilities and accommodation

<ul style="list-style-type: none">• 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: 7• Number of bedrooms with en-suite facilities: 44• Number of communal lounges: 5• Number of dining rooms: 2• Number of shared bedrooms: 0• Number of single bedrooms: 51• On-site parking• Outdoor seating / entertainment area• Quiet areas• Sensory areas• TV point• Wheelchair access• Woodland / ponds

Engagement with people using the service

<p>During the last 12 months we have completed surveys with residents where possible & families. This is being developed further with links to an online system so feedback can be provided in real time with new surveys linked to the corporate values. Residents and relatives' meetings have taken place bi-monthly in the home to seek feedback and provide information on changes within the home. We provide information about the home on Facebook and via newsletters, so everyone is kept up to date on changes and events happening in the home. As part of the internal auditing and senior</p>

management overview we ensure we speak to residents, visitors and colleagues - where residents are unable to verbally communicate, we carry out observations to establish residents' engagement & feedback during specific activities at the point this is happening for example meal times and food, during activities and observe interactions with colleagues. We also monitor trends in complaints.

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?	£804.64
The maximum weekly fee payable during the last financial year?	£1230

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)	66
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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
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	5	0
Care Worker	37	0
Domestic staff	7	0
Catering staff	5	0
Other Staff	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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	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
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	Not relevant to this staff group	All staff have completed
Catering staff	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	8	0	0
Senior Care Worker	5	0	0
Care Worker	32	0	0
Domestic staff	7	0	0
Catering staff	4	0	0
Other Staff	6	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	5	0
Domestic staff	0	0
Catering staff	1	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	6	2
Senior Care Worker	3	2
Care Worker	28	9
Domestic staff	7	0
Catering staff	4	1
Other Staff	2	4

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	8	0
Senior Care Worker	5	0
Care Worker	17	0
Domestic staff	0	0
Catering staff	3	0
Other Staff	3	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	8-8 day and 8-8 night
Senior Care Worker	8-8 day and 8-8 night
Care Worker	8-8 day and 8-8 night

