

# Priority Childcare Limited

## Annual Return 2025/2026

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

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## Provider: Priority Childcare Limited

### Provider summary

The provider was registered on:	31/05/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<p><b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b></p>	<p>Training needs were identified through supervision, appraisal, audits and incident review.</p> <p>legislative and best practice requirements.</p> <p>Orbis policy and procedural changes.</p> <p>Orbis system changes.</p> <p>Being including in referrals and pre-admission assessments and responding to training needs.</p> <p>Responding to changes in service provision – new services and existing services</p> <p>Responding to training needs/deficits via concerns raised, safeguarding referrals, disciplinaries and grievances.</p>
<p><b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b></p>	<p>Robust recruitment included values-based interviews, safer recruitment checks and vetting in line with Social Care Wales requirements. Pay was maintained in line with the Real Living Wage. Retention was supported through improved communication, HR system investment, supervision, development and wellbeing initiatives, with workforce data and exit feedback informing improvement.</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Ty Banwen	Care Home Service	Childrens Home
Tegfan House	Care Home Service	Childrens Home
Rhos Cottage	Care Home Service	Childrens Home
Graig Y Bedw	Care Home Service	Childrens Home
Beech Tree Farm	Care Home Service	Childrens Home
Ty George	Care Home Service	Adults Without Nursing
Forestry House	Care Home Service	Childrens Home
Blaen y Waun	Care Home Service	Childrens Home
Ty Aelwyd	Care Home Service	Childrens Home
Clydwr House	Care Home Service	Childrens Home
Ty Canol	Care Home Service	Childrens Home

## Service: Ty Banwen

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	03/03/2023
<b>Maximum number of places</b>	1
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 1 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Hayley Ann Phillips</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	1

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Matthew Greening

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01443414826">01443 414826</a>
<b>Service Contact Email Address</b>	<a href="mailto:matt.greening@prioritychildcare.co.uk">matt.greening@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 1</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 1</li><li>• Phone point</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

<p><b>Inspected - Delivering Quality Care</b></p> <p>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</p>
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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**

<b>The minimum weekly fee payable during the last financial year?</b>	£7000
<b>The maximum weekly fee payable during the last financial year?</b>	£7000

### **Complaints processed by the service**

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

### **Staff working at the service**

#### **Staff summary**

<b>The total number of full time equivalent posts at the service (as at 31 March)</b>	0
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#### **Posts and vacancies**

<b>Role type</b>	<b>No. of staff in post</b>	<b>Total vacancies</b>
Manager	1	0
Senior Care Worker	4	0
Care Worker	9	0

#### **Training undertaken**

#### **Induction and Health & Safety**

<b>Role type</b>	<b>Induction</b>	<b>Health &amp; Safety</b>
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed

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

<b>Role type</b>	<b>Equality, Diversity &amp; Human Rights</b>	<b>Infection, prevention &amp; control</b>
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**

<b>Role type</b>	<b>Manual Handling</b>	<b>Safeguarding</b>
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
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	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	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	1	0
Care Worker	9	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

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	4	0
Care Worker	8	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
Senior Care Worker	4	0
Care Worker	3	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	6	0

#### Typical shift patterns

Role type	Typical shift patterns
<b>Senior Care Worker</b>	Day shift 07:30-20:30 the seniors will work a pattern of a week of 52 hours Monday, Tuesday Saturday & sunday - week 2 (week of 39 hours) Wednesday thursday friday
<b>Care Worker</b>	support staff work a 15.5 hour day shift, complete a sleep in then work for a 30 minute hand over. totalling 16 hours.the shift timings are 07:30- 2300 - sleep then 0700-0730. there is a ballance of different days and weekends

## Service: Tegfan House

### Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	05/11/2020
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none"><li>A maximum of 4 individuals can be accommodated at this service</li><li>The responsible individual for this service is Hayley Ann Phillips</li></ul>
How many people in total did the service provide care and support to during the last financial year?	4

### Service management

Responsible Individual(s)	Hayley Phillips
Manager(s)	Victoria Joseph

### Service contact details

Service Telephone Number	<a href="tel:01792872288">01792872288</a>
Service Contact Email Address	<a href="mailto:Victoria.joseph@prioritychildcare.co.uk">Victoria.joseph@prioritychildcare.co.uk</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	<ul style="list-style-type: none"><li>Welsh</li></ul>
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"><li>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 2</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 4</li><li>On-site parking</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b>
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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?	£4200
The maximum weekly fee payable during the last financial year?	£4600

### 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)	11
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	4	0
Care Worker	6	2

#### 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	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
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	4	0	0
Care Worker	6	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	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	4	0
Care Worker	6	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
Senior Care Worker	3	0
Care Worker	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
Senior Care Worker	1	0
Care Worker	5	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am - 8pm
Care Worker	Day sleep - 7am - 11pm - sleep 11pm - 7am - Sleep shift only 7:30pm - 11pm - sleep 11pm - 7am

## Service: Ty Canol

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	05/04/2019
<b>Maximum number of places</b>	1
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Hayley Ann Phillips</li><li>• A maximum of 1 individual can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Helen Kermode

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01792321154">01792321154</a>
<b>Service Contact Email Address</b>	<a href="mailto:helen.kermode@prioritychildcare.co.uk">helen.kermode@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Garden(s)</li><li>• Ground-floor accommodation only</li><li>• Internet access</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 0</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 1</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Residents' kitchenette / communal kitchen</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b>
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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?	£7000
The maximum weekly fee payable during the last financial year?	£7000

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	1
Care Worker	8	4

### Training undertaken

#### Induction and Health & Safety

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

#### 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	0	1	0
Deputy Manager	0	1	0
Senior Care Worker	0	3	0
Care Worker	0	8	0

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

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

#### 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	8	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	2	0
Care Worker	6	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	2	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	45.5 hours per week LD 07:00 - 22:00 sleep night
Care Worker	39 hours per week LD 07:00-22:00 sleep night

## Service: Clydwr House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	12/11/2018
<b>Maximum number of places</b>	1
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 1 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Victoria Joseph

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01792589554">01792589554</a>
<b>Service Contact Email Address</b>	<a href="mailto:Victoria.joseph@prioritychildcare.co.uk">Victoria.joseph@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 2</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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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 weekly fee payable during the last financial year?	£6900
The maximum weekly fee payable during the last financial year?	£7200

**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)	11
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**Posts and vacancies**

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	4	0
Care Worker	6	2

**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	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
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	4	0	0
Care Worker	6	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	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	4	0
Care Worker	6	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
Senior Care Worker	3	0
Care Worker	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
Senior Care Worker	1	0
Care Worker	5	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 7am - 8pm
Care Worker	Day sleep - 7am - 11pm - sleep 11pm - 7am - Sleep shift only 7:30pm - 11pm - sleep 11pm - 7am

## Service: Ty Aelwyd

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	22/02/2019
<b>Maximum number of places</b>	1
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 1 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	1

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Matthew Greening

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01443414826">01443414826</a>
<b>Service Contact Email Address</b>	<a href="mailto:matt.greening@prioritychildcare.co.uk">matt.greening@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 1</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b>
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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?	£8000
The maximum weekly fee payable during the last financial year?	£8000

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	14
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	4	0
Care Worker	9	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	Working towards all staff completing
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	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	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	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	1	0
Care Worker	9	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

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	4	0
Care Worker	8	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
Senior Care Worker	4	0
Care Worker	3	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	6	0

#### Typical shift patterns

Role type	Typical shift patterns
<b>Senior Care Worker</b>	Day shift 07:30-20:30 the seniors will work a pattern of a week of 52 hours Monday, Tuesday Saturday & sunday - week 2 (week of 39 hours) Wednesday thursday friday
<b>Care Worker</b>	support staff work a 15.5 hour day shift, complete a sleep in then work for a 30 minute hand over. totalling 16 hours.the shift timings are 07:30- 2300 - sleep then 0700-0730. there is a ballance of different days and weekends

## Service: Ty George

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	06/06/2018
<b>Maximum number of places</b>	4
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 4 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	5

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Gemma Thomas

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01792321154">01792321154</a>
<b>Service Contact Email Address</b>	<a href="mailto:gemma.thomas@prioritychildcare.co.uk">gemma.thomas@prioritychildcare.co.uk</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	There are no other languages used at the service
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>Other Sign Language (e.g. Deafblind Manual, Visual Frame Signing)</li><li>Writing (Paper / Whiteboards)</li><li>Non-formal communication (e.g. body language, facial expressions)</li><li>Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li></ul>

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 2</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 4</li><li>On-site parking</li><li>Outdoor seating / entertainment area</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Quiet areas</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>Through our person-centred approach we aim to support the individual to reach their full potential. We aim to promote independence and empower individuals to be actively involved in all aspects of their lives and their care. We achieve this by: Developing individual personal plans which we call positive behaviour support plans and risk assessments. Everyone will have a named key worker who will be supported to coordinate the care and support with the individual. Providing a</p>
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minimum of 1:1 staff support for each individual; higher levels if this is required and agreed. Each individual and their stakeholders being involved in developing their personal plan (PBS plan)

### 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?	£4000
The maximum weekly fee payable during the last financial year?	£4300

### 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)	10
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	7	2

### 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	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	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

#### 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	7	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	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	2	0
Care Worker	6	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
Senior Care Worker	2	0
Care Worker	3	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	4	0

### Typical shift patterns

Role type	Typical shift patterns
<b>Senior Care Worker</b>	Day shift 07:30am - 20:30pm.
<b>Care Worker</b>	16:00/Sleep shift 16:00pm - 23:30pm/Sleep. 19:30/Sleep shift 19:30pm - 23:30pm/Sleep. Day/Sleep shift 07:30am - 23:30pm/Sleep.

## Service: Rhos Cottage

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	07/06/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 6 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	4

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Amy Higgins

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01792580211">01792580211</a>
<b>Service Contact Email Address</b>	<a href="mailto:amy.higgins@prioritychildcare.co.uk">amy.higgins@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 2</li><li>Number of communal lounges: 2</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 6</li><li>On-site parking</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Residents' kitchenette / communal kitchen</li><li>Semi-independent flat</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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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 weekly fee payable during the last financial year?	£5000
The maximum weekly fee payable during the last financial year?	£8000

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	14
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	11	1

#### 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	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
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	11	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Senior Care Worker	0	0
Care Worker	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	2	0
Care Worker	11	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
Senior Care Worker	1	1
Care Worker	2	5

##### 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	day shift 7:30-20:30- 45.5 hours per week
Care Worker	D/S 8:00-23:00 D- 7:30-20:30

## Service: Graig Y Bedw

### Service summary

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	31/05/2018
Maximum number of places	4
Service Conditions	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 4 individuals can be accommodated at this service</li></ul>
How many people in total did the service provide care and support to during the last financial year?	3

### Service management

Responsible Individual(s)	Hayley Phillips
Manager(s)	Rachel Pridmore

### Service contact details

Service Telephone Number	<a href="tel:01792886947">01792886947</a>
Service Contact Email Address	<a href="mailto:Rachel.pridmore@prioritychildcare.co.uk">Rachel.pridmore@prioritychildcare.co.uk</a>

### Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	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"><li>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 4</li><li>On-site parking</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns</p>
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### Compliance and quality statement

<b>Not Inspected - Strong Internal Checks</b>
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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?	£4800
The maximum weekly fee payable during the last financial year?	£5000

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	18
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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	4	1
Care Worker	12	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

#### 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	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet 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

#### 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	4	0	0
Care Worker	12	0	0

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

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

#### 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	4	0
Care Worker	12	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	2	0
Care Worker	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

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	1 senior Day shift 7:30 - 20:30
Care Worker	2xDay sleep 07:30-23:00 1x day 07:30-20:30

## Service: Forestry House

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	07/06/2018
<b>Maximum number of places</b>	6
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• The responsible individual for this service is Hayley Ann Phillips</li><li>• A maximum of 6 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	6

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Simon Parr

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01639720009">01639720009</a>
<b>Service Contact Email Address</b>	<a href="mailto:simon.parr@prioritychildcare.co.uk">simon.parr@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 1</li><li>• Number of communal lounges: 1</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 5</li><li>• On-site parking</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b>
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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?	£5000
The maximum weekly fee payable during the last financial year?	£7300

### 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)	8
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	5	4

#### 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	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	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	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

#### 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	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

#### 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	4	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
Senior Care Worker	2	0
Care Worker	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
Senior Care Worker	0	0
Care Worker	4	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 7:30am - 20:30pm
Care Worker	Day/Sleep Shift 07:30am - 23:30pm/Sleep. Day Shift 07:30am - 20:30pm.

## Service: Beech Tree Farm

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	31/05/2018
<b>Maximum number of places</b>	5
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 5 individuals can be accommodated at this service.</li><li>• The responsible individual for this service is Hayley Ann Phillips</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	5

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Rachel Pridmore

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:07988705231">07988705231</a>
<b>Service Contact Email Address</b>	<a href="mailto:rachel.pridmore@prioritychildcare.co.uk">rachel.pridmore@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>• Access to minibus or other transport</li><li>• Activities room (Art, Music, Games, Computers, etc.)</li><li>• Close to local shops / amenities</li><li>• Garden(s)</li><li>• Internet access</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 0</li><li>• Number of bedrooms with en-suite facilities: 3</li><li>• Number of communal lounges: 2</li><li>• Number of dining rooms: 1</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 5</li><li>• On-site parking</li><li>• Pet friendly (or by arrangement)</li><li>• Phone point</li><li>• Semi-independent flat</li><li>• TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns</p>
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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 weekly fee payable during the last financial year?	£4800
The maximum weekly fee payable during the last financial year?	£5000

**Complaints processed by the service**

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

**Staff working at the service****Staff summary**

The total number of full time equivalent posts at the service (as at 31 March)	18
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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	4	1
Care Worker	12	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

**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	No staff have yet completed
Deputy Manager	All staff have completed	No staff have yet completed
Senior Care Worker	All staff have completed	No staff have yet completed
Care Worker	All staff have completed	No staff have yet 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

#### 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	4	0	0
Care Worker	12	0	0

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

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

#### 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	4	0
Care Worker	12	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	2	0
Care Worker	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

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	1 senior Day shift 7:30 - 20:30
Care Worker	2xDay sleep 07:30-23:00 1x day 07:30-20:30

## Service: Blaen y Waun

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Childrens Home
<b>Approval Date</b>	13/06/2018
<b>Maximum number of places</b>	2
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>The responsible individual for this service is Hayley Ann Phillips</li><li>A maximum of 2 individuals can be accommodated at this service</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	2

### Service management

<b>Responsible Individual(s)</b>	Hayley Phillips
<b>Manager(s)</b>	Helen Kermode

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01269871777">01269871777</a>
<b>Service Contact Email Address</b>	<a href="mailto:helen.kermode@prioritychildcare.co.uk">helen.kermode@prioritychildcare.co.uk</a>

### Languages used at the service

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

### Service facilities and accommodation

<ul style="list-style-type: none"><li>Access to minibus or other transport</li><li>Activities room (Art, Music, Games, Computers, etc.)</li><li>Close to local shops / amenities</li><li>Garden(s)</li><li>Internet access</li><li>Near public transport</li><li>Number of bathrooms with assisted bathing facilities: 0</li><li>Number of bedrooms with en-suite facilities: 0</li><li>Number of communal lounges: 1</li><li>Number of dining rooms: 1</li><li>Number of shared bedrooms: 0</li><li>Number of single bedrooms: 2</li><li>On-site parking</li><li>Pet friendly (or by arrangement)</li><li>Phone point</li><li>Residents' kitchenette / communal kitchen</li><li>TV point</li></ul>
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### Engagement with people using the service

<p>We are committed to ensuring that all the individuals in the home have the opportunity to contribute to the running and development of the home, and to ensure that their wishes concerning any asp etc of their life are 'heard' and acted upon. This will be supported by: Ensuring individuals always have access to preferred methods of communication. Ensuring that individuals are supported to complete questionnaire s and surveys that will be used to improve the service. Individuals are supported to make a complaint or comment about the service, either made directly or via their parent, advocate, social worker or member of staff. Individuals are supported to participate in reviews and meetings about their progress, where possible. Utilising all forms of communication within the home to ensure staff and management are aware of their views, feelings and concerns.</p>
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### Compliance and quality statement

### Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

### Fees charged by the service

The minimum weekly fee payable during the last financial year?	£6000
The maximum weekly fee payable during the last financial year?	£6000

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	13
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	3	1
Care Worker	8	4

#### Training undertaken

##### Induction and Health & Safety

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

#### 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	0	1	0
Deputy Manager	0	1	0
Senior Care Worker	0	3	0
Care Worker	0	8	0

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

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

#### 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	8	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	2	0
Care Worker	6	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	1	0
Care Worker	2	0

**Typical shift patterns**

Role type	Typical shift patterns
Senior Care Worker	45.5 hours per week LD 07:00 - 22:00 sleep night
Care Worker	39 hours per week LD 07:00-22:00 sleep night