

# Virgo Care Homes Ltd

## 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: Virgo Care Homes Ltd

### Provider summary

The provider was registered on:	07/08/2018
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	The training requirements for staff are planned in a number of ways. The training records system highlights those staff that are upcoming in relation to statutory training, such as Manual Handling, First Aid and Fire Warden amongst others. When staff are identified in advance they are allocated the next available course. Other non statutory courses are identified through supervisions, questionnaires and inspections and staff are again identified and allocated as required.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Recruitment for all care homes is a constant process, there is a well documented process to identify suitable candidates by CV & interviews and then subject to successful DBS checks they are offered a position if suitable. Retention of staff is difficult in care homes with increased regulation and requirements on care staff, the sector as a whole has a very high turnover of staff, with a lot of staff leaving the sector due to underfunding. Staffing levels are maintained with constant recruitment

### Regulated services delivered by this provider

Service name	Service type	Type of care
Thomas Gabrielle General Nursing & Dementia Residential Home	Care Home Service	Adults With Nursing
Hollylodge Residential Home	Care Home Service	Adults Without Nursing
Sunnybank Dementia Residential Home	Care Home Service	Adults Without Nursing

## Service: Thomas Gabrielle General Nursing & Dementia Residential Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults With Nursing
<b>Approval Date</b>	18/10/2018
<b>Maximum number of places</b>	73
<b>Service Conditions</b>	<ul style="list-style-type: none"> <li>A maximum of 73 individuals can be accommodated at this service.</li> <li>Virgo Care Homes Ltd is registered to provide a Care Home Service at Thomas Gabrielle General Nursing &amp; Dementia Residential Home Thomas Gabrielle General Nursing &amp; Dementia Residential Home , Victoria Street, Cwmbran NP443JP</li> <li>The responsible individual for this service is Mark John Virgo</li> </ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	119

### Service management

<b>Responsible Individual(s)</b>	Mark Virgo
<b>Manager(s)</b>	Lucy Hooper, Nanette Virgo

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633868241">01633 868241</a>
<b>Service Contact Email Address</b>	<a href="mailto:mark@virgocarehomes.com">mark@virgocarehomes.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"> <li>Malay</li> <li>Hindi</li> <li>Filipino</li> </ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"> <li>Picture Exchange Communication System (PECS)</li> <li>Social Stories</li> <li>Assistive Technology</li> <li>Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li> <li>Writing (Paper / Whiteboards)</li> <li>Non-formal communication (e.g. body language, facial expressions)</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>Hairdressing / beauty services</li> <li>Internet access</li> <li>Laundry service</li> <li>Lifts</li> <li>Near public transport</li> <li>Number of bathrooms with assisted bathing facilities: 5</li> <li>Number of bedrooms with en-suite facilities: 70</li> <li>Number of communal lounges: 5</li> <li>Number of dining rooms: 3</li> <li>Number of shared bedrooms: 0</li> <li>Number of single bedrooms: 73</li> <li>On-site parking</li> <li>Outdoor seating / entertainment area</li> <li>Pet friendly (or by arrangement)</li> </ul>
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- Quiet areas
- TV point

### Engagement with people using the service

The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. A Quarterly report by the RI is prepared and feedback is discussed with the Management Team.

### 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?	£1338.17
The maximum weekly fee payable during the last financial year?	£1470.30

### Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	2

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	75
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	9	1
Senior Care Worker	7	0
Care Worker	47	1
Domestic staff	10	0
Catering staff	6	1
Other Staff	9	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
Nursing Assistant / Auxiliary Nurse	All staff have completed	All staff have completed
Registered Nurse (First Year in Practice)	All staff have completed	All staff have completed
Registered Nurse (1+ Years in Practice)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	All staff have completed
Registered Nurse (First Year in Practice)	Working towards all staff completing	All staff have completed
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Domestic staff	Working towards all staff completing	All staff have completed
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	All staff have completed

### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	Working towards all staff completing
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Nursing Assistant / Auxiliary Nurse	All staff have completed	Working towards all staff completing
Registered Nurse (First Year in Practice)	All staff have completed	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Nursing Assistant / Auxiliary Nurse	Working towards all staff completing	Working towards all staff completing
Registered Nurse (First Year in Practice)	Working towards all staff completing	Working towards all staff completing
Registered Nurse (1+ Years in Practice)	Working towards all staff completing	Working towards all staff completing
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	2	0	0
Deputy Manager	2	0	0
Nursing Assistant / Auxiliary Nurse	4	0	0
Registered Nurse (First Year in Practice)	2	0	0
Registered Nurse (1+ Years in Practice)	7	0	0
Senior Care Worker	7	0	0
Care Worker	47	0	0
Domestic staff	10	0	0
Catering staff	6	0	0
Other Staff	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
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	2
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	2	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	2	2
Registered Nurse (First Year in Practice)	0	2
Registered Nurse (1+ Years in Practice)	6	3
Senior Care Worker	3	4
Care Worker	27	20
Domestic staff	2	8
Catering staff	3	3
Other Staff	5	4

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	2	0
Deputy Manager	2	0
Nursing Assistant / Auxiliary Nurse	4	0
Registered Nurse (First Year in Practice)	2	0
Registered Nurse (1+ Years in Practice)	9	0
Senior Care Worker	7	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Nursing Assistant / Auxiliary Nurse	0	0
Registered Nurse (First Year in Practice)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

### Typical shift patterns

Role type	Typical shift patterns
Nursing Assistant / Auxiliary Nurse	9am - 7pm
Registered Nurse (First Year in Practice)	Day Shift 7am - 7pm Night Shift 7pm - 7am
Registered Nurse (1+ Years in Practice)	Day Shift 7am - 7pm Night Shift 7pm - 7am
Senior Care Worker	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours
Care Worker	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours

## Service: Sunnybank Dementia Residential Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	07/08/2018
<b>Maximum number of places</b>	25
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 25 individuals can be accommodated at this service.</li><li>• Virgo Care Homes Ltd is registered to provide a Care Home Service at Sunnybank EMI Residential Home Sunnybank EMI Residential Home, Sunnybank Road, Griffithstown, Pontypool NP45LN</li><li>• The responsible individual for this service is Gwyneth Joyce Virgo</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	35

### Service management

<b>Responsible Individual(s)</b>	Gwyneth Virgo
<b>Manager(s)</b>	Lisa Sully

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01495758142">01495758142</a>
<b>Service Contact Email Address</b>	<a href="mailto:sunnybank@virgocarehomes.com">sunnybank@virgocarehomes.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Filipino</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Assistive Technology</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Writing (Paper / Whiteboards)</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>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 2</li><li>• Number of bedrooms with en-suite facilities: 25</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 25</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• TV point</li></ul>
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### Engagement with people using the service

The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. a Quarterly report by the RI is prepared and feedback is discussed with the Management Team.

### 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?	£1072.03
The maximum weekly fee payable during the last financial year?	£1072.03

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	32
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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	7	0
Care Worker	25	0
Domestic staff	4	0
Catering staff	4	1
Other Staff	5	1

### Training undertaken

#### Induction and Health & Safety

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

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

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

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

#### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	Not relevant to this staff group	Working towards all staff completing
Domestic staff	Not relevant to this staff group	Working towards all staff completing
Catering staff	Not relevant to this staff group	Working towards all staff completing
Other Staff	Not relevant to this staff group	Working towards all staff completing

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

#### Contractual arrangements

#### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	7	0	0
Care Worker	25	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
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

#### 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	3
Care Worker	9	16
Domestic staff	0	4
Catering staff	0	4
Other Staff	1	4

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	7	0
Care Worker	25	0
Domestic staff	4	0
Catering staff	4	0
Other Staff	5	0

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

<b>Role type</b>	<b>Working towards required qualification - apprenticeship</b>	<b>Qualification not required for role</b>
<b>Manager</b>	0	0
<b>Deputy Manager</b>	0	0
<b>Senior Care Worker</b>	0	0
<b>Care Worker</b>	0	0
<b>Domestic staff</b>	0	0
<b>Catering staff</b>	0	0
<b>Other Staff</b>	0	0

#### **Typical shift patterns**

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours
<b>Care Worker</b>	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours

## Service: Hollylodge Residential Home

### Service summary

<b>Service Type</b>	Care Home Service
<b>Type of Care</b>	Adults Without Nursing
<b>Approval Date</b>	27/07/2018
<b>Maximum number of places</b>	29
<b>Service Conditions</b>	<ul style="list-style-type: none"><li>• A maximum of 29 individuals can be accommodated at this service</li><li>• Virgo Care Homes Ltd is registered to provide a Care Home Service at Hollylodge Residential Home</li><li>• The responsible individual for this service is Gwyneth Joyce Virgo</li></ul>
<b>How many people in total did the service provide care and support to during the last financial year?</b>	48

### Service management

<b>Responsible Individual(s)</b>	Gwyneth Virgo
<b>Manager(s)</b>	Paula Daly

### Service contact details

<b>Service Telephone Number</b>	<a href="tel:01633866326">01633866326</a>
<b>Service Contact Email Address</b>	<a href="mailto:hollylodge@virgocarehomes.com">hollylodge@virgocarehomes.com</a>

### Languages used at the service

<b>What is the main language through which the service is provided?</b>	English
<b>Other languages used in the provision of the service</b>	<ul style="list-style-type: none"><li>• Hindi</li><li>• Filipino</li></ul>
<b>Non-verbal communication methods used at the service</b>	<ul style="list-style-type: none"><li>• Social Stories</li><li>• Visual Communication using Symbols/Pictures (e.g. Communication Board, Picture Cards)</li><li>• Non-formal communication (e.g. body language, facial expressions)</li><li>• Picture Exchange Communication System (PECS)</li><li>• Writing (Paper / Whiteboards)</li><li>• Assistive Technology</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>• Hairdressing / beauty services</li><li>• Internet access</li><li>• Laundry service</li><li>• Lifts</li><li>• Near public transport</li><li>• Number of bathrooms with assisted bathing facilities: 4</li><li>• Number of bedrooms with en-suite facilities: 18</li><li>• Number of communal lounges: 3</li><li>• Number of dining rooms: 2</li><li>• Number of shared bedrooms: 0</li><li>• Number of single bedrooms: 29</li><li>• On-site parking</li><li>• Outdoor seating / entertainment area</li><li>• Quiet areas</li><li>• TV point</li></ul>
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### Engagement with people using the service

The Responsible Individual is present at the service every week and regularly speaks to individuals and families as well as visiting professionals and anyone else who attends the home about the service. a Quarterly report by the RI is prepared and feedback is discussed with the Management Team.

### 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?	£1072.03
The maximum weekly fee payable during the last financial year?	£1072.03

### Complaints processed by the service

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

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	32
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### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	7	1
Care Worker	23	2
Domestic staff	4	0
Catering staff	3	1
Other Staff	6	0

### Training undertaken

#### Induction and Health & Safety

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

#### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing
Domestic staff	All staff have completed	Working towards all staff completing
Catering staff	All staff have completed	Working towards all staff completing
Other Staff	All staff have completed	Working towards all staff completing

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

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Working towards all staff completing
Care Worker	Working towards all staff completing	Working towards all staff completing
Domestic staff	Working towards all staff completing	Not relevant to this staff group
Catering staff	Working towards all staff completing	All staff have completed
Other Staff	Working towards all staff completing	Working towards all staff completing

#### Contractual arrangements

##### Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	7	0	0
Care Worker	23	0	0
Domestic staff	4	0	0
Catering staff	3	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
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	5	2
Care Worker	7	16
Domestic staff	1	3
Catering staff	0	3
Other Staff	2	4

#### Staff qualifications

##### Hold required qualification & Working towards required qualification - not apprenticeship

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

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

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

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours
Care Worker	Day Shift 7am - 2.30pm Afternoon shift 2.30pm - 9pm, Night Shift 9pm - 7am, or a variation of these hours