

Methodist Homes

Annual Return 2025/2026

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

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Provider: Methodist Homes

Provider summary

The provider was registered on:	25/01/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	The People Development team works closely with senior Operations leaders to ensure statutory, regulatory, and mandatory training meets organisational and regulatory needs, supporting a skilled workforce. An annual Learning Needs Analysis is completed with Senior Leaders before budgeting, identifying training requirements. These are then planned and funded to be delivered at the right time across the financial year.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Over the past year, MHA centralised recruitment across Wales, with the Recruitment Team sourcing candidates and managing onboarding. A new careers page promotes roles and benefits. Managers conduct interviews, while the team handles offers, checks, and documentation via MHA People. New starters receive structured induction, a buddy, and probation reviews. Retention is strong, supported by initiatives like the under-30 campaign.

Regulated services delivered by this provider

Service name	Service type	Type of care
Coed Craig	Care Home Service	Adults Without Nursing
Ty Gwyn	Care Home Service	Adults With Nursing
Morel Court	Care Home Service	Adults Without Nursing
Adlington House	Domiciliary Support Service	None

Service: Ty Gwyn

Service summary

Service Type	Care Home Service
Type of Care	Adults With Nursing
Approval Date	25/01/2019
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">A maximum of 45 individuals can be accommodated at this serviceMethodist Homes is registered to provide a Care Home Service at Ty Gwyn 21-23 Starwell Road, Penarth CF64 2EZ
How many people in total did the service provide care and support to during the last financial year?	59

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Valentina Stan

Service contact details

Service Telephone Number	02920703600
Service Contact Email Address	valentina.stan@mha.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	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">Number of bathrooms with assisted bathing facilities: 5Number of bedrooms with en-suite facilities: 20Number of communal lounges: 4Number of dining rooms: 3Number of shared bedrooms: 0Number of single bedrooms: 45
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Engagement with people using the service

Newsletters. Social media. Relative meetings. Resident meetings. Planned consultation events.

Compliance and quality statement

<p>Inspected - Delivering Quality Care</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 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>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.</p>

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1486.79
The maximum weekly fee payable during the last financial year?	£1550.71

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	47
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	15	0
Care Worker	42	0
Domestic staff	14	0
Catering staff	6	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

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

Manual Handling and Safeguarding

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

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Registered Nurse (1+ Years in Practice)	15	0	0
Care Worker	42	0	0
Domestic staff	14	0	0
Catering staff	6	0	0
Other Staff	3	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
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
Supervisory Staff (not providing direct care)	1	0
Registered Nurse (1+ Years in Practice)	5	10
Care Worker	15	27
Domestic staff	1	13
Catering staff	4	2
Other Staff	3	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Registered Nurse (1+ Years in Practice)	0	0
Care Worker	38	4
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Registered Nurse (1+ Years in Practice)	08:00 - 20:00, 20:00 - 08:00
Care Worker	08:00 - 20:00, 08:00-14:00, 14:00 - 20:00, 20:00 - 08:00

Service: Adlington House

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/04/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Methodist Homes is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	10

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Jackie Archer

Service contact details

Service Telephone Number	01492541065
Service Contact Email Address	jackie.archer@mha.org.uk

Languages used at the service

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

Engagement with people using the service

Newsletters. Resident association meetings. Committee meetings. Manager meetings. Area manager meetings. Meeting with MHA's head of Retirement Living.
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Compliance and quality statement

Inspected - Delivering Quality Care During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016. We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£30.00
The maximum hourly rate payable during the last financial year?	£30.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	5
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	3

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	9
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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	0
Domestic staff	3	0
Other Staff	3	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
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	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
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

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

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

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

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Senior Care Worker	2	0	0
Care Worker	11	0	0
Domestic staff	3	0	0
Other Staff	3	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
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	0	2
Care Worker	2	9
Domestic staff	0	3
Other Staff	0	3

Staff qualifications

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00 - 15:00, 08:00 - 17:00
Care Worker	08:00 - 15:00, 08:00 - 13:00, 15:00 - 22:00, 22:00 - 08:00

Service: Morel Court

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	13/02/2019
Maximum number of places	36
Service Conditions	<ul style="list-style-type: none">A maximum of 36 individuals can be accommodated at this serviceMethodist Homes is registered to provide a Care Home Service at Morel Court Raisdale Road, Penarth CF64 5BN
How many people in total did the service provide care and support to during the last financial year?	55

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Suzanne Taplin

Service contact details

Service Telephone Number	02920704811
Service Contact Email Address	suzanne.taplin@mha.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	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">Number of bathrooms with assisted bathing facilities: 3Number of bedrooms with en-suite facilities: 36Number of communal lounges: 2Number of dining rooms: 0Number of shared bedrooms: 0Number of single bedrooms: 36
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Engagement with people using the service

Famileo. Facebook. Relative meetings. Resident meetings. Open-days. Memorial services. Volunteer days. MHA Sunday. carehomes.co.uk.

Compliance and quality statement

Not Inspected - Strong Internal Checks <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1307.21
The maximum weekly fee payable during the last financial year?	£1509.61

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	3
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)	34
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	11	0
Care Worker	27	0
Domestic staff	13	0
Catering staff	20	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

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

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

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

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	7	0	0
Care Worker	26	1	0
Domestic staff	13	0	0
Catering staff	20	0	0
Other Staff	3	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	4
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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	5	6
Care Worker	9	18
Domestic staff	0	13
Catering staff	1	19
Other Staff	2	1

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	7	4
Care Worker	10	17
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00 - 20:00
Care Worker	08:00 - 20:00

Service: Coed Craig

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	17/04/2019
Maximum number of places	45
Service Conditions	<ul style="list-style-type: none">A maximum of 45 individuals can be accommodated at this serviceMethodist Homes is registered to provide a Care Home Service at Coed Craig COED CRAIG METHODIST HOME, 35 TAN Y BRYN ROAD RHOS ON SEA, COLWYN BAY LL28 4AD
How many people in total did the service provide care and support to during the last financial year?	67

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Karen Stanley

Service contact details

Service Telephone Number	01492544075
Service Contact Email Address	karen.stanley@mha.org.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	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">Number of bathrooms with assisted bathing facilities: 4Number of bedrooms with en-suite facilities: 45Number of communal lounges: 2Number of dining rooms: 3Number of shared bedrooms: 0Number of single bedrooms: 45
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Engagement with people using the service

Resident and relative surveys. Google reviews. carehomes.co.uk. Resident and relative meetings. Open door policy.

Compliance and quality statement

Inspected - Delivering Quality Care <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 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.</p> <p>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.</p>
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Fees charged by the service

The minimum weekly fee payable during the last financial year?	£975.48
The maximum weekly fee payable during the last financial year?	£1336.13

Complaints processed by the service

Total number of formal complaints made during the last financial year	8
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	6
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)	21
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	9	0
Care Worker	28	0
Domestic staff	7	0
Catering staff	4	0
Other Staff	4	0

Training undertaken

Induction and Health & Safety

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

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	9	0	0
Care Worker	27	1	0
Domestic staff	7	0	0
Catering staff	4	0	0
Other Staff	4	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	4	5
Care Worker	13	15
Domestic staff	0	7
Catering staff	4	0
Other Staff	0	4

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	6	1
Care Worker	16	10
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08:00 - 20:00
Care Worker	08:00 - 20:00