

Case Management Cymru Ltd

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: Case Management Cymru Ltd

Provider summary

The provider was registered on:	31/07/2019
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.	A client specific training matrix is completed by the CM in collaboration with the Registered Manager. We use only accredited training, alongside a robust induction with clinical observations. Training is completed prior to the first shift in all but exceptional circumstances, when a risk assessment is completed. Training needs are reviewed at least quarterly with compliance monitored and audited monthly by the RM. Training records are stored in an individual's Personnel file.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Roles are advertised on multiple job platforms, and social media. Pay is reviewed regularly, and we consider length of shifts, location and skills required. We contact candidates on receipt of application rather than wait until the closing date. 1st interviews are online, whilst the 2nd interview with the client is face to face. We cross match applicants and use existing staff. Staff are well supported, well trained and feel valued, leading to good retention.

Regulated services delivered by this provider

Service name	Service type	Type of care
Case Management Cymru- West Wales	Domiciliary Support Service	None
Case Management Cymru - Western Bay	Domiciliary Support Service	None
Case Management Cymru - Cardiff	Domiciliary Support Service	None
Case Management Cymru - Cwm Taf	Domiciliary Support Service	None
Case Management Cymru - Gwent	Domiciliary Support Service	None

Service: Case Management Cymru - Cwm Taf

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Julie Ann SmithCase Management Cymru Ltd is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	13

Service management

Responsible Individual(s)	Julie Smith
Manager(s)	Julie Smith, Emily Hillier

Service contact details

Service Telephone Number	01443805268
Service Contact Email Address	Info@casemanagementcymru.co.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

Robust Complaints procedure Compliments Log Client Quality Questionnaire March 26 Professionals Quality Questionnaire March 26 Support Workers Questionnaire March 26 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

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?	£12.21
The maximum hourly rate payable during the last financial year?	£19.50

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	36
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Senior Care Worker	4	0
Care Worker	32	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

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

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
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
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
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
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
Senior Care Worker	4	0	0
Care Worker	28	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
Senior Care Worker	0	0
Care Worker	4	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Senior Care Worker	0	4
Care Worker	28	4

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Senior Care Worker	0	0
Care Worker	18	14

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

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

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Each client has a bespoke care team, so there are no 'typical' shift patterns, nor is it possible to work out an average number of staff per shift.
Care Worker	Each client has a bespoke care team, so there are no 'typical' shift patterns, nor is it possible to work out an average number of staff per shift.

Service: Case Management Cymru - Gwent

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Julie Ann SmithCase Management Cymru Ltd is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	31

Service management

Responsible Individual(s)	Julie Smith
Manager(s)	Julie Smith, Emily Hillier

Service contact details

Service Telephone Number	01443805268
Service Contact Email Address	Info@casemanagementcymru.co.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

Robust Complaints procedure Compliments Log Client Quality Questionnaire March 2016 Professionals Quality Questionnaire March 2016 Support Workers Questionnaire March 2016 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

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?	£12.21
The maximum hourly rate payable during the last financial year?	£21.09

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	12
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Supervisory Staff (not providing direct care)	3	0
Care Worker	23	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	3	0	0
Care Worker	15	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	8	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Supervisory Staff (not providing direct care)	0	3
Care Worker	6	17

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Supervisory Staff (not providing direct care)	0	0
Care Worker	11	12

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	The scale of charges relates to the support workers hourly rate as opposed to the overall cost of our service. We do not have a standard hourly charge, rather, we charge for our service as input is provided on a minute by minute basis.

Service: Case Management Cymru- West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Julie Ann SmithCase Management Cymru Ltd is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	9

Service management

Responsible Individual(s)	Julie Smith
Manager(s)	Julie Smith, Emily Hillier

Service contact details

Service Telephone Number	01443805268
Service Contact Email Address	info@casemanagementcymtu.co.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

Robust Complaints procedure Compliments Log Client Quality Questionnaire March 2026 Professionals Quality Questionnaire March 2026 Support Workers Questionnaire March 2026 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

Compliance and quality statement

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£12.21
The maximum hourly rate payable during the last financial year?	£20.79

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	15
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Supervisory Staff (not providing direct care)	2	0
Care Worker	20	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	13	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	7	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Supervisory Staff (not providing direct care)	0	2
Care Worker	8	12

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Supervisory Staff (not providing direct care)	0	0
Care Worker	11	9

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	The scale of charges relates to the support workers hourly rate as opposed to the overall cost of our service. We do not have a standard hourly charge, rather, we charge for our service as input is provided on a minute by minute basis.

Service: Case Management Cymru - Cardiff

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Julie Ann SmithCase Management Cymru Ltd is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	11

Service management

Responsible Individual(s)	Julie Smith
Manager(s)	Julie Smith, Emily Hillier

Service contact details

Service Telephone Number	01443805268
Service Contact Email Address	Info@casemanagementcymru.co.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

Robust Complaints procedure Compliments Log Client Quality Questionnaire March 26 Professionals Quality Questionnaire March 26 Support Workers Questionnaire March 26 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

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?	£12.21
The maximum hourly rate payable during the last financial year?	£17.76

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	19
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Supervisory Staff (not providing direct care)	2	0
Care Worker	20	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

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

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Supervisory Staff (not providing direct care)	Working towards all staff completing	Working towards all staff completing
Care Worker	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Supervisory Staff (not providing direct care)	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	17	2	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	1	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Supervisory Staff (not providing direct care)	2	0
Care Worker	9	11

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Supervisory Staff (not providing direct care)	0	2
Care Worker	9	11

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Each client has a bespoke care team, so there are no 'typical' shift patterns, nor is it possible to work out an average number of staff per shift.

Service: Case Management Cymru - West Glamorgan

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/07/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Julie Ann SmithCase Management Cymru Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	12

Service management

Responsible Individual(s)	Julie Smith
Manager(s)	Julie Smith, Emily Hillier

Service contact details

Service Telephone Number	01443805268
Service Contact Email Address	info@casemanagementcymru.co.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

Robust Complaints procedure Compliments Log Client Quality Questionnaire March 2026 Professionals Quality Questionnaire March 2026 Support Workers Questionnaire March 2026 Personal Plan Reviews Daily Care Records Dedicated Case Manager who has frequent and regular face to face, phone and electronic contact with client and family Directly employed support workers who have built up a rapport with the client Management Open Door policy MDT meetings

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?	£12.21
The maximum hourly rate payable during the last financial year?	£18.50

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	24
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Supervisory Staff (not providing direct care)	2	0
Care Worker	20	2

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	16	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	4	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Supervisory Staff (not providing direct care)	0	2
Care Worker	5	15

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Supervisory Staff (not providing direct care)	0	0
Care Worker	9	11

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Each client has a bespoke care team, so there are no 'typical' shift patterns, nor is it possible to work out an average number of staff per shift.