

ND Care and Support Limited

Annual Return 2025/2026

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

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Staff working at the service

Provider: ND Care and Support Limited

Provider summary

The provider was registered on:	13/05/2019
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.	All new staff will attend our formal induction programme. Following induction training, staff have quarterly one-to-one supervision with their line manager; at this meeting training needs will be discussed and an individual training plan identified, which will outline their personal training needs to meet ND Care & Support objectives and those of their specific job role, including any refresher training. Staff also have 24/7 access to supplemented online training via a web/mobile application.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are recruited to the highest possible standard. We have a number of recruitment initiatives in place to attract the most suitable applicants for the role. Potential staff undertake a robust recruitment and selection process, attend a face-to-face interview, and are thoroughly vetted by our designated Compliance Team, prior to starting work. We have several reward and recognition schemes in place to retain staff, in addition to encouraging professional development and career progression.

Regulated services delivered by this provider

Service name	Service type	Type of care
ND Care and Support Cwm Taff	Domiciliary Support Service	None
New Directions Care and Support	Domiciliary Support Service	None
ND Care andSupport	Domiciliary Support Service	None
ND Care and Support West Wales	Domiciliary Support Service	None

Service: ND Care andSupport

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	14/05/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">• ND Care and Support Limited is registered to provide a domiciliary support service in Gwent regional partnership area• The responsible individual for this service is Rebecca Jane Ford
How many people in total did the service provide care and support to during the last financial year?	918

Service management

Responsible Individual(s)	Rebecca Ford
Manager(s)	Zenzy Flower

Service contact details

Service Telephone Number	01495733610
Service Contact Email Address	rhymneyvalley@ndcare.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

During the last financial year we consulted with people who use our service a regular basis via various methods, including;

- Quarterly Face to Face Quality Monitoring Visits for all service users.
- Quarterly Face to Face Care Plan Reviews for all service users.
- Quarterly Face to Face RI Visits to a select number of customers using the service.
- Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service.
- Telephone review in addition to ongoing open-door policy is in daily operation. We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on - call service, who will be happy to

discuss this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.

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 hourly rate payable during the last financial year?	£20.28
The maximum hourly rate payable during the last financial year?	£26.50

Complaints processed by the service

Total number of formal complaints made during the last financial year	9
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	3
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)	224
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	3	0
Supervisory Staff (not providing direct care)	12	0
Senior Care Worker	2	0
Care Worker	256	5
Other Staff	2	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
Other Staff	All staff have completed	Not relevant to this staff group

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	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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
Other Staff	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
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
Other Staff	Not relevant to this staff group	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	2	0	0
Deputy Manager	3	0	0
Supervisory Staff (not providing direct care)	12	0	0
Senior Care Worker	0	0	0
Care Worker	4	0	0
Other Staff	2	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	2
Care Worker	0	252
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	3	0
Supervisory Staff (not providing direct care)	12	0
Senior Care Worker	0	2
Care Worker	200	56
Other Staff	2	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	4	1
Senior Care Worker	1	0
Care Worker	47	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	1	1
Deputy Manager	2	2
Supervisory Staff (not providing direct care)	7	7
Senior Care Worker	0	0
Care Worker	53	53
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	3 days a week 8:30am to 17:00pm. On Call: One night a week, One weekend a month
Care Worker	3s and 4s work pattern: Week 1: Mon, Thurs Fri Week 2: Tues, Wed, Sat, Sun 7am - 9pm

Service: New Directions Care and Support

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/05/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">• ND Care and Support Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area• The responsible individual for this service is Rebecca Jane Ford
How many people in total did the service provide care and support to during the last financial year?	129

Service management

Responsible Individual(s)	Rebecca Ford
Manager(s)	Karen Wiltshire

Service contact details

Service Telephone Number	02920827555
Service Contact Email Address	rebecca.ford@new-directions.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

During the last financial year we consulted with people who use our service a regular basis via various methods, including;

- Quarterly Face to Face Quality Monitoring Visits for all service users.
- Quarterly Face to Face Care Plan Reviews for all service users.
- Quarterly Face to Face RI Visits to a select number of customers using the service.
- Bi-annual Quality Assurance Questionnaire sent to all service users, asking specific questions about the service.
- Telephone review in addition to ongoing open-door policy is in daily operation. We gain feedback on our service and ask what individuals would like to see improved. If customers wish to discuss anything in relation to their support, they are encouraged to contact the office / on-call service, who will be happy to discuss

this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.

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 hourly rate payable during the last financial year?	£22.50
The maximum hourly rate payable during the last financial year?	£26.50

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)	78
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Supervisory Staff (not providing direct care)	5	2
Care Worker	111	9

Training undertaken

Induction and Health & Safety

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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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
Care Worker	Working towards all staff completing	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	2	0	0
Supervisory Staff (not providing direct care)	5	0	0
Care Worker	1	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	110

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Supervisory Staff (not providing direct care)	5	0
Care Worker	73	38

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
Supervisory Staff (not providing direct care)	5	0
Care Worker	24	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	16	16

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day shift - 07:00 - 15:00 (Average 8 staff each run). Evenig shift 15:30 - 23:00 (average 8 staff each run). Night shifts 22:00 - 07:00 (average 4 staff each shift).

Service: ND Care and Support West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/05/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">• ND Care and Support Limited is registered to provide a domiciliary support service in West Wales regional partnership area• The responsible individual for this service is Rebecca Jane Ford
How many people in total did the service provide care and support to during the last financial year?	146

Service management

Responsible Individual(s)	Rebecca Ford
Manager(s)	Eniko Acatiline

Service contact details

Service Telephone Number	01269839503
Service Contact Email Address	ndcarewestwales@ndcare.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	<ul style="list-style-type: none">• Welsh
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

During the last financial year we consulted with people who use our service a regular basis via various methods, including;

- Quarterly Face to Face Quality Monitoring Visits for all service users.
- Quarterly Face to Face Care Plan Reviews for all service users.
- Quarterly Face to Face RI Visits to a select number of customers using the service.
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this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.

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 hourly rate payable during the last financial year?	£22.50
The maximum hourly rate payable during the last financial year?	£26.50

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	3
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)	54
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	50	9

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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
Manager	All staff have completed	All staff have completed
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
Manager	All staff have completed	All staff have completed
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
Manager	All staff have completed	All staff have completed
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
Manager	All staff have completed	All staff have completed
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
Manager	2	0	0
Supervisory Staff (not providing direct care)	4	0	0
Care Worker	5	0	0

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

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	45

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	13	37

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
Supervisory Staff (not providing direct care)	4	0
Care Worker	0	0

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

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

Typical shift patterns

Role type	Typical shift patterns
Care Worker	06:45 - 15:00 morning shift - approx 14 staff per shift. 08:00-18:00 block calls approx 4 staff each shift. 15:30- 23:00 even shift, approx 10 staff.

Service: ND Care and Support Cwm Taff

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/06/2020
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">• ND Care and Support Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area• The responsible individual for this service is Rebecca Jane Ford
How many people in total did the service provide care and support to during the last financial year?	88

Service management

Responsible Individual(s)	Rebecca Ford
Manager(s)	Hannah Collier, Amy-Jayne Carr

Service contact details

Service Telephone Number	01656353808
Service Contact Email Address	bridgend@ndcare.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

During the last financial year we consulted with people who use our service a regular basis via various methods, including:

- Quarterly Face to Face Quality Monitoring Visits for all service users.
- Quarterly Face to Face Care Plan Reviews for all service users.
- Quarterly Face to Face RI Visits to a select number of customers using the service.
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this. We promote a culture of openness and honesty at all times, sincerity and frankness is important to us, we always promote this at all levels.

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 hourly rate payable during the last financial year?	£26.75
The maximum hourly rate payable during the last financial year?	£32.25

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)	32
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	1	0
Care Worker	25	12

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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

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
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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
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

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

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
Supervisory Staff (not providing direct care)	3	0	0
Senior Care Worker	0	0	0
Care Worker	1	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	1
Care Worker	0	24

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	0	1
Care Worker	8	17

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
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	1	0
Care Worker	6	0

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	3	3

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Flexible. Depends on personal availability. Our senior carer works various shifts to cover any sickness or handbacks.
Care Worker	Our shift pattern is 07:00-15:00 for our early shift and 15:00-22:00 for our late shift. We currently require 10 staff to cover our day time shifts and 9 staff to cover our evening shift.