

## SCHEDULE

Regulations 5 and 6

Information to be contained in annual return

### **General information**

1. Contact details.

### **Information about the responsible individual**

2. The name of the responsible individual.

### **Information about staffing**

3. The name of the manager.
4. The total number of full time equivalent posts (including filled and vacant posts).
5. The number of filled and vacant posts in each of the following categories—
  - (a) manager;
  - (b) deputy Manager;
  - (c) other supervisory staff;
  - (d) nursing care staff;
  - (e) registered nurses;
  - (f) senior social care staff providing direct care;
  - (g) other social care staff providing direct care;
  - (h) domestic staff;
  - (i) catering staff;
  - (j) other types of staff not listed above.
6. If the number of staff employed includes staff of a type not listed in paragraph 5(a) to (i), details of the type or types of such staff.
7. The rate of staff turnover.
8. The types of contractual arrangements on which staff are employed and the number of staff employed on each type of contractual arrangement in each of the categories listed in paragraph 5.
9. The qualifications of staff employed in each of the categories listed in paragraph 5.
10. Details of any relevant training which has been undertaken by staff employed in each of the categories listed in paragraph 5 during the period in which they have been employed by the service provider.

### **Information about the service provision**

11. Details of the scale of charges payable by service users during the last financial year.
12. Details of the languages used in providing the service.
13. Details of any non-verbal communication methods used.
14. The total number of formal complaints made during the last financial year and the proportion of those complaints which were not upheld, partially upheld and upheld.

**Status:** Point in time view as at 02/04/2018.

**Changes to legislation:** There are currently no known outstanding effects for the The Regulated Services (Annual Returns) (Wales) Regulations 2017. (See end of Document for details)

15. Details of the arrangements made for consulting service users about the operation of the regulated service.

**Additional information where the service involves the provision of accommodation**

16. The typical shift patterns of staff employed, showing the number of staff in each of the categories listed in paragraph 5(d), (e), (f) and (g) who are on duty during each shift.

17. The number of single bedrooms and shared bedrooms.

18. The number of bedrooms with en suite facilities.

19. The number of communal lounge/dining rooms.

20. The number of bathrooms which have assisted bathing facilities.

21. Details of any outside space to which the residents have access.

22. Details of any other facilities to which the residents have access.

**Status:**

Point in time view as at 02/04/2018.

**Changes to legislation:**

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