

Dimensions Cymru 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.

Contents

[Provider: Dimensions Cymru Limited](#)

[Provider summary](#)
[Training and workforce planning arrangements](#)
[Regulated services delivered by this provider](#)

[Service: Dimensions Cymru- Bridgend](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Dimensions Cymru- Cardiff and Vale](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Dimensions Cymru- Gwent](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

[Service: Dimensions Cymru- Swansea Bay](#)

[Service summary](#)
[Service management](#)
[Service contact details](#)
[Languages used at the service](#)
[Engagement with people using the service](#)
[Compliance and quality statement](#)
[Fees charged by the service](#)
[Complaints processed by the service](#)
[Staff working at the service](#)

Provider: Dimensions Cymru Limited

Provider summary

| | |
|--|--|
| The provider was registered on: | 31/07/2020 |
| 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. | Training needs were identified through induction, role-specific and post/person-specific requirements, one-to-ones, appraisals, supervision, risk assessment, incidents, audits, quality reviews and regulatory/commissioner requirements. Learning was planned through Learning & Development, managers and service oversight, using essential training, refreshers, coaching, shadowing, competency checks and additional person-specific training to support safe, effective practice. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | Recruitment was managed through Dimensions' recruitment and selection framework, with agreed hours, job descriptions/person specifications, fair shortlisting, people we support involved where appropriate, safer recruitment checks, references, DBS/right-to-work and probation. Retention was supported through induction, supervision, one-to-ones, annual reviews, coaching, learning, career development, reasonable adjustments and internal opportunities. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|------------------------------------|-----------------------------|--------------|
| Dimensions Cymru- Swansea Bay | Domiciliary Support Service | None |
| Dimensions Cymru- Bridgend | Domiciliary Support Service | None |
| Dimensions Cymru- Cardiff and Vale | Domiciliary Support Service | None |
| Dimensions Cymru- Gwent | Domiciliary Support Service | None |

Service: Dimensions Cymru- Bridgend

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 31/07/2020 |
| Maximum number of places | 0 |
| Partnership Area | Cwm Taf Morgannwg |
| Service Conditions | <ul style="list-style-type: none">• Dimensions Cymru Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area• The responsible individual for this service is Wayne Russell Kennedy |
| How many people in total did the service provide care and support to during the last financial year? | 22 |

Service management

| | |
|---------------------------|------------------|
| Responsible Individual(s) | Wayne Kennedy |
| Manager(s) | Michelle Debbabi |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 03003039030 |
| Service Contact Email Address | russ.kennedy@dimensions-uk.org |

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

| |
|--|
| Regular Everybody Counts meetings* an Annual Listening Event attended by senior managers and board members* People we support surveys* R73 visits* RM visits* Executive Team visits* support plan reviews* Active Support* Positive Behaviour Support* Reducing Restrictive Practice Audits and Training* STOMP* Training about DOLS and MCA* Cymru Rep on DUK Council* Family Forums* Community Connections Committee |
|--|

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? | £0 |
| The maximum hourly rate payable during the last financial year? | £0 |

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) | 40 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 3 | 0 |
| Deputy Manager | 2 | 0 |
| Senior Care Worker | 4 | 0 |
| Care Worker | 48 | 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 |
| 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 |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|--------------------|--------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | 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 |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | Not relevant to this staff group |
| Care Worker | All staff have completed | 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 | 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 |

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 | 3 | 0 | 0 |
| Deputy Manager | 2 | 0 | 0 |
| Senior Care Worker | 4 | 0 | 0 |
| Care Worker | 45 | 0 | 0 |

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

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager | 0 | 0 |
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 3 | 0 |

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager | 3 | 0 |
| Deputy Manager | 1 | 1 |
| Senior Care Worker | 4 | 0 |
| Care Worker | 20 | 28 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 3 | 0 |
| Deputy Manager | 2 | 0 |
| Senior Care Worker | 4 | 0 |
| Care Worker | 48 | 0 |

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

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

Typical shift patterns

| Role type | Typical shift patterns |
|---------------------------|---|
| Senior Care Worker | 8am -8.30pm, night shifts 8pm - 8.30am, 07.00am - 21.00pm, 07.00am - 11.00am, 19.30pm-08.00am, 8am-3pm. 3pm-9pm, 9am -3pm, 2pm-9pm,10am-6pm, 11pm - 7am,10am-11pm,2:30-10pm |
| Care Worker | 8am -8.30pm, night shifts 8pm - 8.30am, 07.00am - 21.00pm, 07.00am - 11.00am, 19.30pm-08.00am, 8am-3pm. 3pm-9pm, 9am -3pm, 2pm-9pm,10am-6pm, 11pm - 7am,10am-11pm,2:30-10pm |

Service: Dimensions Cymru- Cardiff and Vale

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 31/07/2020 |
| Maximum number of places | 0 |
| Partnership Area | Cardiff and Vale |
| Service Conditions | <ul style="list-style-type: none">• Dimensions Cymru Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area• The responsible individual for this service is Wayne Russell Kennedy |
| How many people in total did the service provide care and support to during the last financial year? | 84 |

Service management

| | |
|---------------------------|------------------|
| Responsible Individual(s) | Wayne Kennedy |
| Manager(s) | Michelle Debbabi |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 03003039030 |
| Service Contact Email Address | russ.kennedy@dimensions-uk.org |

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

| |
|--|
| Regular Everybody Counts meetings* an Annual Listening Event attended by senior managers and board members* People we support surveys* R73 visits* RM visits* Executive Team visits* support plan reviews* Active Support* Positive Behaviour Support* Reducing Restrictive Practice Audits and Training* STOMP* Training about DOLS and MCA* Cymru Rep on DUK Council* Family Forums* Community Connections Committee |
|--|

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? | £0 |
| The maximum hourly rate payable during the last financial year? | £0 |

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 | 1 |
| Number of complaints partially upheld | 0 |
| Number of complaints not upheld | 1 |

Staff working at the service

Staff summary

| | |
|--|-----|
| The total number of full time equivalent posts at the service (as at 31 March) | 160 |
|--|-----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 6 | 0 |
| Deputy Manager | 7 | 0 |
| Senior Care Worker | 16 | 0 |
| Care Worker | 278 | 2 |

Training undertaken

Induction and Health & Safety

| Role type | Induction | Health & Safety |
|--------------------|--------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |

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

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

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|--------------------|--------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | 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 | Working towards all staff completing |
| Deputy Manager | All staff have completed | Working towards all staff completing |
| Senior Care Worker | All staff have completed | Working towards all staff completing |
| Care Worker | All staff have completed | Working towards all staff completing |

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 | Working towards all staff completing | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | Working towards all staff completing |

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

| Role type | No. of permanent staff | No. of fixed term contracted staff | No. of volunteers |
|--------------------|------------------------|------------------------------------|-------------------|
| Manager | 6 | 0 | 0 |
| Deputy Manager | 7 | 0 | 0 |
| Senior Care Worker | 16 | 0 | 0 |
| Care Worker | 242 | 0 | 1 |

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

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager | 0 | 0 |
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 35 | 0 |

Full time v part time information

| Role type | No. of full time staff | No. of part time staff |
|--------------------|------------------------|------------------------|
| Manager | 6 | 0 |
| Deputy Manager | 7 | 0 |
| Senior Care Worker | 14 | 2 |
| Care Worker | 125 | 153 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 6 | 0 |
| Deputy Manager | 7 | 0 |
| Senior Care Worker | 16 | 0 |
| Care Worker | 278 | 0 |

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

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

Typical shift patterns

| Role type | Typical shift patterns |
|---------------------------|--|
| Senior Care Worker | 10am-10pm, 10am-6pm-9am-9pm,9am-5pm, 8am-8pm,8am-4pm,9am-7pm-9am-4pm, 7am-10am, 11pm-7am, 10am-11pm,9am-6pm,8pm-8am, 5pm-11pm,8:30am,8pm 2pm-9pm |
| Care Worker | 10am-10pm, 10am-6pm-9am-9pm,9am-5pm, 8am-8pm,8am-4pm,9am-7pm-9am-4pm, 7am-10am, 11pm-7am, 10am-11pm,9am-6pm,8pm-8am, 5pm-11pm,8:30am,8pm 2pm-9pm |

Service: Dimensions Cymru- Gwent

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 31/07/2020 |
| Maximum number of places | 0 |
| Partnership Area | Gwent |
| Service Conditions | <ul style="list-style-type: none">• Dimensions Cymru Limited is registered to provide a domiciliary support service in Gwent regional partnership area• The responsible individual for this service is Wayne Russell Kennedy |
| How many people in total did the service provide care and support to during the last financial year? | 4 |

Service management

| | |
|---------------------------|------------------|
| Responsible Individual(s) | Wayne Kennedy |
| Manager(s) | Michelle Debbabi |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 03003039030 |
| Service Contact Email Address | russ.kennedy@dimensions-uk.org |

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

| |
|--|
| Regular Everybody Counts meetings* an Annual Listening Event attended by senior managers and board members* People we support surveys* R73 visits* RM visits* Executive Team visits* support plan reviews* Active Support* Positive Behaviour Support* Reducing Restrictive Practice Audits and Training* STOMP* Training about DOLS and MCA* Cymru Rep on DUK Council* Family Forums* |
|--|

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? | £0 |
| The maximum hourly rate payable during the last financial year? | £0 |

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 | 1 |
| 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) | 16 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Senior Care Worker | 1 | 0 |
| Care Worker | 21 | 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 |

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 |

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 |

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 |

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 |

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 | 1 | 0 | 0 |
| Care Worker | 19 | 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 | 2 | 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 | 1 | 0 |
| Care Worker | 10 | 11 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 1 | 0 |
| Senior Care Worker | 1 | 0 |
| Care Worker | 14 | 4 |

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

| Role type | Working towards required qualification - apprenticeship | Qualification not required for role |
|--------------------|---|-------------------------------------|
| Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 1 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|--|
| Senior Care Worker | Shift patterns vary according to people's assessed and commissioned support needs. Typical shifts include day, evening and waking night support, for example 7am-2pm, 8am-8pm, 2pm-10pm, 8pm-8am and 10pm-7am. Average colleague numbers per shift vary by setting and rota requirement. |
| Care Worker | Shift patterns vary according to people's assessed and commissioned support needs. Typical shifts include day, evening and waking night support, for example 7am-2pm, 8am-8pm, 2pm-10pm, 8pm-8am and 10pm-7am. Average colleague numbers per shift vary by setting and rota requirement. |

Service: Dimensions Cymru- Swansea Bay

Service summary

| | |
|--|--|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 31/07/2020 |
| Maximum number of places | 0 |
| Partnership Area | West Glamorgan |
| Service Conditions | <ul style="list-style-type: none">• Dimensions Cymru Limited is registered to provide a domiciliary support service in West Glamorgan regional partnership area• The responsible individual for this service is Wayne Russell Kennedy |
| How many people in total did the service provide care and support to during the last financial year? | 12 |

Service management

| | |
|---------------------------|------------------|
| Responsible Individual(s) | Wayne Kennedy |
| Manager(s) | Michelle Debbabi |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 03003039030 |
| Service Contact Email Address | Russ.Kennedy@dimensions-uk.org |

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

| |
|--|
| Regular Everybody Counts meetings* an Annual Listening Event attended by senior managers and board members* People we support surveys* R73 visits* RM visits* Executive Team visits* support plan reviews* Active Support* Positive Behaviour Support* Reducing Restrictive Practice Audits and Training* STOMP* Training about DOLS and MCA* Cymru Rep on DUK Council* Family Forums* Community Connections Committee |
|--|

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? | £0 |
| The maximum hourly rate payable during the last financial year? | £0 |

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) | 60 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 2 | 0 |
| Deputy Manager | 3 | 0 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 53 | 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 |
| 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 |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | All staff have completed | All staff have completed |

Manual Handling and Safeguarding

| Role type | Manual Handling | Safeguarding |
|--------------------|--------------------------|--------------------------|
| Manager | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | 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 |
| Deputy Manager | All staff have completed | Working towards all staff completing |
| Senior Care Worker | 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 | All staff have completed | All staff have completed |
| Deputy Manager | All staff have completed | All staff have completed |
| Senior Care Worker | All staff have completed | All staff have completed |
| Care Worker | 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 |
| Deputy Manager | 3 | 0 | 0 |
| Senior Care Worker | 2 | 0 | 0 |
| Care Worker | 49 | 0 | 0 |

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

| Role type | No. of agency/bank staff | No. of non-guaranteed hours (zero hours) staff |
|--------------------|--------------------------|--|
| Manager | 0 | 0 |
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 4 | 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 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 41 | 12 |

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

| Role type | Hold required qualification | Working towards required qualification - not apprenticeship |
|--------------------|-----------------------------|---|
| Manager | 2 | 0 |
| Deputy Manager | 2 | 0 |
| Senior Care Worker | 1 | 0 |
| Care Worker | 26 | 0 |

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

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

Typical shift patterns

| Role type | Typical shift patterns |
|---------------------------|--|
| Senior Care Worker | Day shift, 7am - 8pm, 8am - 8pm, 7am - 10pm, 7:30am - 10:30pm Night shift 7@30pm - 8am, 10pm - 7am, 8pm - 8:30am |
| Care Worker | Day shift, 7am - 8pm, 8am - 8pm, 7am - 10pm, 7:30am - 10:30pm Night shift 7@30pm - 8am, 10pm - 7am, 8pm - 8:30am |