

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	1st Enable LTD	
The provider was registered on:	18/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	1st Enable North Wales Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/09/2018
	Responsible Individual(s)	Sarah Dawson
	Manager(s)	Cara White
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>All staff receive mandatory training using a blended approach. The stats are monitored on a weekly basis by training reports are sent through to all service managers to monitor compliance for all staff and their training.</p> <p>We identify training needs analysis for all services and out source any person specific training for those services.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We have a recruitment team who work closely with service managers and the registered manager to recruit for specific services when required.</p> <p>The team monitor retention of staff and analyse trends to inform our recruitment / retention needs in specific hourly rates and benefits to ensure we remain competitive within the social care market.</p> <p>We involve the people we support with our recruitment, they are invited to be involved with writing ads and interview questions and interviewing.</p>

Service Profile

Service Details

Name of Service	1st Enable North Wales Service
Telephone Number	07880053905
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.47
The maximum hourly rate payable during the last financial year?	22.00

Complaints

What was the 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
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We set out questionnaires to all the people we support and anyone else who actively use 1st Enable services.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Light writer, visual activity planners

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>1</p> <p>st Enable Wales ensure that all the people we support are placed at the centre of their support. This is achieved by embedding person centred practice in everything we do from the very Top to the bottom (Evidence - Wales Team Plan). The team plan establishes the hopes and dreams from the team with an action plan that is reviewed on a six monthly basis. All the service have developed their own team plan with actions set out for the year. These actions are reviewed using a four plus one tool to capture actions completed and any blocks and barriers that may be preventing the team from achieving (services team plans). All the people we support are invited to take part in an annual Person Centred Review, involving who they feel they would like to invite. We are lead by the person in the organisation of the meetings, the person invites who they feel are important in their life and can support them to achieve their set goals (Sample PCP review with actions). Following the review, the person is supported to take part in a four weekly four plus one meeting with their support to keep track of their set goals. Alongside this we have learning logs in place for support staff to evidence when they have tried something new with a person this can be documented on the learning log for staff to observe and follow. The learning log is reflected within the persons support plan as part of their developing achievements. We also hold six weekly house meetings where all staff and people we support are involved. The purpose of the meetings is to give an opportunity for staff and people we support voice their views on how there support is being delivered and also to plan group activities. The meetings also asks the question around any housing concerns such as repairs not being picked up by the housing provider (Evidence of house meetings). We have developed a quality checkers team, the team is predominantly people who have lived experience of receiving services. There purpose of the team is for them to visit our supported living services and audit them based of the nine reach standards (Sample Audit). The quality checkers have been part in developing our questionnaires for people we support, staff, families and professionals. We have recently sent the questionnaires out and are waiting for the feedback from the quality checkers – this feedback will be with us by Mid March.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All people we support have access and are enrolled with a G.P within their local area. We support all individuals to have up to date health Action Plans and Health Passports. All the people we support attend an annual health checks.</p>

The extent to which people feel safe and protected from abuse and neglect.

All staff receive a blended approach to safeguarding training, this is by e-learning and face to face training on specific local authority safeguarding thresholds and how to report a safeguarding should they need to. All staff have an opportunity to discuss any safeguarding concerns in the supervisions, these meetings are held on an 6-8 weekly basis- (Supervision template).

- During our team meetings we discuss any safeguarding concerns or on-going safeguarding issues – (Team meetings).
- Within all services we have a poster for staff and people we support detailing who their safeguarding lead is with contact details.
- We have a system of recording all safeguardings that are with in our secure cloud system and a paper base version are also available. These are monitored by the registered manager and any actions from the safeguardings are monitored and actions regarding reflection are taken forward. In the past year we have had four safeguarding concerns raised by 1st Enable to the local authority – the Local Authority have always been happy with our actions and closed the cases with no further actions to follow
- All services have a reporting and recording process flowchart (Flowchart)
- We have an on-call service 1st and 2nd Tier for reporting and supporting with safeguarding during out of hours times.
- We have a safeguarding audit that is completed on every two months by the service managers. The registered manager has oversight of these and monitoring any concerns and actions.
- We have indepth policies and procedures around whistleblowing and safeguarding, we track to ensure that staff have read and understood these policies in their supervisions and also managers have the capability to monitor this on our policy system by tracking when staff have read the policies.

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	33
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager
	Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred Approached Face to face PBS Epilepsy and Buccal midazolam Autism awareness and the Autism bus Timium An introduction to management and Leadership

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	6

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred Approached Face to face PBS Epilepsy and Buccal midazolam Autism awareness and the Autism bus Timium An introduction to management and Leadership
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	4
Other social care workers providing direct care	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	38
No. of posts vacant	7
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> - Person Centred awareness training - Timium - Epilepsy and Midazolam - Mental Health and Schizophrenia - Autism awareness and the Autism bus
<p>Contractual Arrangements</p>	
No. of permanent staff	32
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	16
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	13
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

