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:	Abacaredig Holdings Ltd
The provider was registered on:	15/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:		

Abacare Ebbw Vale

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/01/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Samantha Price
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Abacare Bangor Branch

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/01/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Tracey Webster, Ffion Evans
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Abacare Newtown Branch

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/01/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Jane Jones
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

Abacare RCT Branch

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/01/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	LEAH HASLAM
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

Abacare Ystradgynlais Branch

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/01/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Thomas Addey, PAULA CLARKE
Partnership Area	West Glamorgan
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	Social Care Induction Framework, induction training, competency assessment, on boarding, paid annual update training, specialist skill training, Training in partnership (NHS and Local authority partners), Single-handed support, E-learning, ESOL, Operational staff training, guidance documents, quality credit framework, 2 formal competency checks and 4 office based themed supervisions yearly, regular team meetings, annual appraisals, E-learning, Personal development plans and SCW registration.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Resource Partner provides networking/recruiting - local job groups/events, recruitment providers & analysing previous plans/data. Central-team:- advertisements on job-boards, initial screening, application vetting/telephone interviews/ branch interviews, track applicant pipeline & ensure success Advertising Campaigns focus on benefits & values Investments: Google searches/career website/ Facebook/localised recruitment Retention: career pathways /Permanent jobs/T&C's/benefits/cycle-2-work

Service Profile

Service Details

Name of Service	Abacare Bangor Branch

Telephone Number	01248677919
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	448

Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	11.00

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	2
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Social Media Voice of the Customer (quality assurance) Letters

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)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.

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.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required.
	Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care.
	Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan.
	Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager.
	It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.

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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feed back from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving.From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance/hygiene, supported with choice in regards to meals and drinks. Staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and well-being. Where positive feedback from our service users is received we ensure that the care worker complimented received a copy of the compliment and that this is stored in their personnel file.
The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through: Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments. Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training. Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients Business Continuity: prioritises individuals according to their level of vulnerability On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise. Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn. Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police.

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)	111

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Inhouse , event management training and care plan and risk assessment Training

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	0

Deputy 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	4
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	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.	inhouse systems training. Event management training Corporate courses Care plan and risk assessment training

Contractual Arrangements

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

> 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)	4
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	0

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care plan and risk assessment training corporate courses Systems training event management Training

Contractual Arrangements

No. of permanent staff	8
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)	8
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 social care worker	8
No. of staff working towards the required/recommended qualification	0

Does your service structure include roles of this type?	No

Other social care workers providing direct care	
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	134
No. of posts vacant	25

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	134
Health & Safety	134
Equality, Diversity & Human Rights	134
Manual Handling	134
Safeguarding	134
Dementia	134
Positive Behaviour Management	134
Food Hygiene	134
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none

Contractual Arrangements

No. of permanent staff	27
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	75

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)	12
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	5

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	101
No. of staff working towards the required/recommended qualification	23

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes

| List the role title(s) and a brief description of the role responsibilities. | Administrator.
General office administration
Invoice and Payroll duties
Recruitment support
Electronic call monitoring support
Creating, maintaining and processing digital records (including databases)
Administration of the ECM system, including setting up care workers and client tags, maintaining variation codes, reconciliation of data prior to payroll/invoicing deadlines; ☐ Allocating mobile devices, managing PINs etc |

Filled and vacant posts

No. of staff in post	1
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	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	inhouse corporate courses operational induction Systems Training

Contractual Arrangements

No. of permanent staff	1
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)	1
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	0
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Abacare Ebbw Vale

Telephone Number	01495781594
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	311

Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	10.00

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	7
Number of complaints partially upheld	1
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?	Social Media

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)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.

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.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance/hygiene, supported with choice in regards to meals and drinks. Staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and well-being. All feedback from people using our service is welcomed , Where compliments are received we ensure that the person/team complimented receive that compliment and that it is stored in their file.

The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
	Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
	Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
	Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
	Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
	Business Continuity: prioritises individuals according to their level of vulnerability
	On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
	Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
	Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police.

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)	40

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	1
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.	RMA level 4

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy 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	1
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.	in house HR training, recording of accident and incidents

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	in house medication officer training and Risk assessment training.

> 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 social care worker	2
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No

Other social care workers providing direct care

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	63
No. of posts vacant	8

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	63
Health & Safety	63
Equality, Diversity & Human Rights	63
Manual Handling	63
Safeguarding	63
Dementia	63
Positive Behaviour Management	63
Food Hygiene	63
Please outline any additional training undertaken pertinent to this role which is not outlined above.	12 staff have undertaken children services training which includes Child Protection, Epilepsy, Autism, Adverse childhood experiences, attachment Theory, child development 0-12years, direct work with children, children right and advocacy and substance misuse

Contractual Arrangements

No. of permanent staff	40
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	23

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)	5
No. of part-time staff (17-34 hours per week)	27
No. of part-time staff (16 hours or under per week)	8

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	40
No. of staff working towards the required/recommended qualification	5

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Aministrator General office administration Administration of the ECM system, including setting up care workers and client tags, maintaining variation codes, reconciliation of data prior to payroll/invoicing deadlines; ☐ Allocating mobile devices, managing PINs etc. ☐ Monitoring care worker ECM compliance and escalating as appropriate; Assisting with maintenance of care worker and service user computer records Support with Recruitment

Filled and vacant posts

	No. of staff in post	1
	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.	Systems training

> Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Abacare Newtown Branch

Telephone Number	01686625644
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	165

Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	11.00

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?	Letters Voice of the Customer Quality feedback Reviews of the care plans social media

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)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.

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.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required.
	Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care.
	Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan.
	Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager.
	It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs.
	We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance/hygiene, supported with choice in regards to meals and drinks. The staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and well-being. 99% of service users felt we treat them with respect, 98% felt we upheld their dignity, lifestyle beliefs and culture.Feedback is always welcomed from people who use our service, we record all compliments and concerns. all compliments are passed onto staff and recorded on their file.

| The extent to which people feel safe and protected from abuse and neglect. | We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
Business Continuity: prioritises individuals according to their level of vulnerability
On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police. |

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) | 30 |

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	1
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Inhouse Systems Training Dementia training event management Care plan and risk assessment training Corporate courses

Contractual Arrangements

No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Event management training Care plan and risk assessment training corporate courses

Contractual Arrangements

No. of permanent staff	5
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)	5
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 social care worker	5
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
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	53
No. of posts vacant	8

> 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	53
Health & Safety	53
Equality, Diversity & Human Rights	53
Manual Handling	53
Safeguarding	53
Dementia	53
Positive Behaviour Management	53
Food Hygiene	53
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	42
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	11

> 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)	1
No. of part-time staff (17-34 hours per week)	36
No. of part-time staff (16 hours or under per week)	5

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
No. of staff working towards the required/recommended qualification	5

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Abacare RCT Branch

Telephone Number	01443742645
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	362

Fees Charged

The minimum hourly rate payable during the last financial year?	10.20
The maximum hourly rate payable during the last financial year?	10.20

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quarterly Voice of the customer calls Social media

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)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance/hygiene, supported with choice in regards to meals and drinks. The staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and well-being. We have Gained positive feedback from service users through our Voice of the customer Quality reviews and regular reviews of the service, we ensure that all compliments are handedover to staff and recorded on our internal system.

| The extent to which people feel safe and protected from abuse and neglect. | We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
Business Continuity: prioritises individuals according to their level of vulnerability
On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police. |

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) | 150 |

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	1
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.	in house event management Training inhouse care plan and risk assessment training

Contractual Arrangements	
No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
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	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Manual Handling	7
Safeguarding	7
Dementia	7
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Inhouse systems training Event management Training Care plan and risk assessment Training Corporate courses

Contractual Arrangements

No. of permanent staff	7
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)	7
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 social care worker	7
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
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	132
No. of posts vacant	7

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	132
Health & Safety	132
Equality, Diversity & Human Rights	132
Manual Handling	132
Safeguarding	132
Dementia	132
Positive Behaviour Management	132
Food Hygiene	132
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MS@H training

Contractual Arrangements

No. of permanent staff	28
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	104

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)	3
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	12

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	120
No. of staff working towards the required/recommended qualification	12

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator Support recruitment fielding telephone calls, receiving and directing visitors ensuring all staff and service user files are organised.

Filled and vacant posts	
No. of staff in post	1
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.	in house Traiing - Corporate courses systems Training Event management Training

Contractual Arrangements	
No. of permanent staff	1
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)	1
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	1
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Abacare Ystradgynlais Branch

Telephone Number	01639844155
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	254

Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	12.00

Complaints

What was the 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	2
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?	Quarterly Voice of the customer reviews social media All updates are sent via post to all service users.

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)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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.

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.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance/hygiene, supported with choice in regards to meals and drinks. The staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and well-being.

The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
	Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
	Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
	Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
	Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
	Business Continuity: prioritises individuals according to their level of vulnerability
	On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
	Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
	Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police.

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)	9

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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	0

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
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	4
No. of posts vacant	1

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	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.	inhouse systems Training Event management Care plan

Contractual Arrangements

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

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)	4
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 social care worker	4
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

Other social care workers providing direct care	
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	84
No. of posts vacant	12

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	84
Health & Safety	84
Equality, Diversity & Human Rights	84
Manual Handling	84
Safeguarding	84
Dementia	84
Positive Behaviour Management	84
Food Hygiene	84
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication training with the Local Authority

Contractual Arrangements

No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	33

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)	11
No. of part-time staff (17-34 hours per week)	31
No. of part-time staff (16 hours or under per week)	9

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	51
No. of staff working towards the required/recommended qualification	33

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No