

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:	Amberleigh Care Limited	
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:	Amberleigh Care - Golfa Hall	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/09/2018
	Responsible Individual(s)	Kevin Gallagher
	Manager(s)	Anthony Parry
	Maximum number of places	19
	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>We have a robust Training Plan from induction (including SCW), through mandatory and then into career development roles for all staff in the organisation. A mix of online and face to face delivery</p> <p>Mandatory Training is tracked monthly on an internal QA system as is the percentage of qualified care staff</p> <p>We offer subsidised foundation degrees to staff and access a wide range of conference and additional workshop training</p> <p>We hold Investors in People Gold standard</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 undertaken a wide range of recruitment activity - refer a friend, online advertising, jobs fairs, social media and use of agency.</p> <p>There was a period where recruitment was sluggish but by late 2022 we saw a marked upturn and the home is virtually fully staffed.</p> <p>We have significantly increased staff terms and conditions over recent years and in the last 12 months especially</p> <p>We have very strong employee satisfaction ratings and low turnover</p>

Service Profile

Service Details

Name of Service	Amberleigh Care - Golfa Hall
Telephone Number	01938554111
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	20
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Fees Charged

The minimum weekly fee payable during the last financial year?	2715
The maximum weekly fee payable during the last financial year?	2876

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	1
Number of complaints upheld	3
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?	<p>We are a formal and accredited therapeutic community - the only one in Wales. Full participation and involvement of the children in all aspects of running of the service generally and their individual care specifically is a fundamental part of the model that we are externally assessed for.</p> <p>We undertake regular feedback questionnaires from professional and staff, we undertake an annual employee survey our 'participation approach was included in a case study published by the Childrens Commission for Wales</p> <p>we access external advocacy services</p>

Service Environment

How many bedrooms at the service are single rooms?	19
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	19
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	6
How many dining rooms at the service?	3
Provide details of any outside space to which the residents have access	we are in 8 acres of grounds - fields, gardens, play areas/football pitch, vegetable plots, chickens, patios and a wide range of flexible spaces - resident have full access to all of this
Provide details of any other facilities to which the residents have access	Full independent school on site , workshop facilities, games rooms, dedicated therapy spaces

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.

<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>HIGH - We are fully compliant and a centre of best practice for the inclusion of the young peoples (and staff) voices in the running of the service. Our therapeutic community model provides structured spaces, daily, weekly, in groups and individually for a wide range of consultative opportunities.</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>HIGH - We operate a formal therapeutic community model as the relational and therapeutic milieu - this has its own evidence base and is named as 'what works' in the NICE guidance for our client group. For an intervention perspective we use the Good Lives Model - also NICE recommended - to allow a highly individualised but structured approach to developmental work and target setting. Young people are central to these processes and they focus on a trauma informed and relationship-based, theoretically informed approach to practice, We are a national centre of excellence for this work.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>HIGH - We have a robust approach to safety and boundaries which not only encompasses safeguarding principles, but is the fundamental underpinning to our therapeutic practice. As such the practice is evidenced against externally validated therapeutic service standards - we are fully accredited, the only childrens setting in Wales to hold this. We use independent Reg.73 visitor that focusses on safeguarding and safeguarding is monitored at Board and management meeting level monthly. All senior staff are DSL trained and all staff undertake update training at levels relevant to their role annually. We have a culture of open communication - again rooted in our therapeutic community approach</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>HIGH - As noted - all aspects of our service are fully evidence based and theoretically underpinned. This is all consistent with NICE guidance for our specific client group (HSB) - we are clear who we work with (and who we don't), who we understand their needs from the evidence, how we assess, intervention frameworks and the approaches to care, education and therapy are all systematically coordinated. We are one of the most specialist services in Wales and one of only a handful of settings in the UK leading on this work. We provide and can evidence stable planned placements and robust outcomes across all domains of the childrens functioning.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>36</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>
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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	1
No. of posts vacant	0
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>This is our registered manager - they are also a Team Teach trainer so this will have been reaccredited.</p> <p>They attended a wide range of external training and CPD linked to therapeutic communities and /or HSB</p> <p>They also attend other locally arranged workshops either through CIW or the local authority</p> <p>We have undertaken management profiling and follow up workshops during this period</p>
<p>Contractual Arrangements</p>	
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
<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)	1
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 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
<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	1
No. of posts vacant	0
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Extensive in house training on our model of practice, input and CPD from clinical team, attendance at conferences and events, management profiling and management development workshops, ACAS training - this is not an exhaustive list
<p>Contractual Arrangements</p>	
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
<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)	1
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	

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	3
No. of posts vacant	1
<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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	A significant range of additional in house training based on model and client group, several staff have attended external events and conferences, these supervisors also attending management profiling and development workshops, some attended ACS workshops on managing people
<p>Contractual Arrangements</p>	
No. of permanent staff	3
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)	3
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	3
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	

Does your service structure include roles of this type?	No
Registered nurses	
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>	
Filled and vacant posts	
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	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>We have developed and delivered an internal senior development Plan to help with internal progression - this has been an extensive programme delivered by the Director of Care and Therapy and supported by the QA team.</p> <p>Staff in these roles have undertaken a wide range of internal training and workshops related to our model of care, some have also attended external conferences and events.</p>
Contractual Arrangements	
No. of permanent staff	6
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)	6
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>The senior care staff work the same rota as the rest of the team, a mix of long days (8am - 11pm) Early (7 - 3) or Lates (3 - 11). We have waking night staff and so sleep ins only occur when we have vacancies in that sub-team and for annual leave/sickness. There is typically 1x senior on each evening and weekend to help with or sometimes lead on shift coordination. The staff:child ratio is 1:2 and so in the daytime when management and education staff are on site, there are typically 2-3 day staff from the care team, in the afternoon/evening and at weekends, the ratio is maintained wholly by the care staff - so 14 boys = 7 staff on duty. It's a rolling 3 week rota as a template, average of 40 hours per week. It is our requirement that all 'senior' staff hold their QCF 3 to be eligible to apply for the role.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	29
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	14
Health & Safety	29
Equality, Diversity & Human Rights	29
Infection, prevention & control	29
Manual Handling	29
Safeguarding	29
Medicine management	29
Dementia	0
Positive Behaviour Management	29
Food Hygiene	29

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Staff undertake a range on internal 1 day training courses delivered by our therapy team as well as some 1/2 day workshops delivered by managers and other staff. these include Understanding HSB, Good lives Model, Autism, self harm,</p> <p>In addition we have developed a range of development workshops for specific activities and roles - key working for example, understanding risk assessments and placement plans, recording and report writing.</p> <p>the therapists also attend the team meetings and provide responsive workshops and consultation to practice.</p> <p>We engage in a wide range of research activity and attending (and presenting) at conferences and events. Staff representatives are invited to all of these</p> <p>we maintain a central training tracker (reviewed monthly) which notes mandatory compliance, core training subject areas, developmental areas and then additional CPD</p>
<p>Contractual Arrangements</p>	
<p>No. of permanent staff</p>	<p>29</p>
<p>No. of Fixed term contracted staff</p>	<p>0</p>
<p>No. of volunteers</p>	<p>0</p>
<p>No. of Agency/Bank staff</p>	<p>6</p>
<p>No. of Non-guaranteed hours contract (zero hours) staff</p>	<p>6</p>
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
<p>No. of full-time staff (35 hours or more per week)</p>	<p>23</p>
<p>No. of part-time staff (17-34 hours per week)</p>	<p>6</p>
<p>No. of part-time staff (16 hours or under per week)</p>	<p>0</p>
<p>Typical shift patterns in operation for employed staff</p>	
<p>Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.</p>	<p>Staff work a 3 week rolling rota template. Average of 40 hours per week (which includes team meetings and supervisions). The staff to child ratio is 1 to 2 and so the numbers on shift reflect this - for example 14 boys would be on duty 7 staff. In term time day time, managers and education staff support the boys and so we typically have 2-3 'care' staff around in the mornings, evenings and weekends its the formal ratio. Shifts are long days (8am - 11pm) some 'earlies' 7am - 3pm, and 'lates' 3 - 11pm, we have waking night staff (included in the overall numbers) and so sleeping in duties are where we have vacancies on that sub-team, sickness/annual leave and when the boys go on holiday.</p>
<p>Staff Qualifications</p>	
<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>7</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>7</p>
<p>Domestic staff</p>	
<p>Does your service structure include roles of this type?</p>	<p>No</p>

Catering staff	
Does your service structure include roles of this type?	No
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.	2x maintenance 1x QA officer we are not including therapy and education staff - the return has been completed for our care registration only
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
<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	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>There are two types of role here. In addition to mandatory training that all staff undertake, we then have core and the role specific training that staff work through. Core training areas for the QA relate more closely to the subjects delivered to the care team - in fact this new role is held by an internal appointee from the care team.</p> <p>Maintenance staff access external additional courses relevant to their work, working with tools, heights, extended H+S training etc</p>
Contractual Arrangements	
No. of permanent staff	3
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)	3
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	3
No. of staff working toward required/recommended qualification	0