

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:	Aran Hall School Ltd	
The provider was registered on:	22/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Aran Hall School Ltd	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	22/08/2018
	Responsible Individual(s)	Mark Ryder
	Manager(s)	Andy Pryer-Smith
	Maximum number of places	18
	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>A Workforce Development Plan is in operation that identifies training needs within the team. The training officer works closely with the manager to plan effective staff training. This ensures that our staff are equipped with the necessary skills and knowledge to meet the needs of our young people.</p> <p>Mandatory training includes behaviour management, safeguarding training, first aid, food hygiene and equality and diversity awareness.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Aran Hall has sufficient staffing levels to meet the needs of the young people in our care.</p> <p>Care positions are advertised locally and on social media sites; we attend local recruitment fairs. There is at least one person trained in 'safer recruitment' practice on panels. There are a number of incentives to support staff in continuing to work at the home. For example, support with transport costs. Additionally we operate a 'refer a friend' in which a financial payment is provided if successful.</p>

Service Profile

Service Details

Name of Service	Aran Hall School Ltd
Telephone Number	01341450641
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?	12
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Fees Charged

The minimum weekly fee payable during the last financial year?	1923.08
The maximum weekly fee payable during the last financial year?	4642.31

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Community meetings occur weekly on each house and are attended by the whole staff team and young people living on that house. Senior managers attend the meetings on a rotational basis. Young people are actively involved and encouraged in planning their care and daily life, items for the agenda typically include, menu planning, activity planning, decoration of the houseroom, individual target planning and purchases for the houseroom, e.g., fixtures and fittings. As part of their preparation for the weekly meeting our young people will write an email that is shared with their staff team, senior managers and others of importance to them, this may include their parents, social workers, and advocacy services. We have a student school council where representatives have been elected by the young people that utilise our service. Surveys are used periodically to ascertain the views, wishes and feelings of the young people in our care.</p>

Service Environment

How many bedrooms at the service are single rooms?	18
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	5
How many dining rooms at the service?	4
Provide details of any outside space to which the residents have access	<p>Aran Hall is set in its own substantial grounds within the Snowdonia National Park. The houses of Buzzard and Eagle have easy access to adjoining play areas for the young people to utilise. The young people of Robin, Raven and Dove have outside access to the grounds which consist of a hard patio area, large grassed area and bike track area to the rear of the education buildings. Young people are actively encouraged and supported to pursue their hobbies and interests both on site and in the community. The home has six vehicles to enable our young people to access the local community. The Home places greater emphasis on utilising community resources providing young people with real life opportunities to practice skills. For example we hold accounts at local leisure centres and cinemas for use by our young people. We also have young people that are active members of the local youth football team and some that attend rock climbing in Harlech.</p>

Provide details of any other facilities to which the residents have access	One of the larger rooms within the main building is utilised by our young people as an activity room. This room provides additional leisure facilities for our young people, extra to what is provided on their individual houses. The activity room includes a pool table, table football, table tennis and a large television. The television provides access to additional media streaming services such as Disney+, Movie Channels, BT Sport and Sky Sports. Our young people make full use of this facility. Education for our young people is provided on site in a separate school block which is located behind the main residential building. As well as classrooms for education, other facilities include, an art room, horticulture room and a polytunnel where our young people can practice their gardening skills.
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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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	Young people's contribution to community meetings evidence that they have a voice and their wishes and suggestions are acted upon as recorded in minutes and that the home is compliant. The meetings are weekly, effective and see good engagement from the young people. Young people contribute confidently at meetings and prepare for them in advance within school; they share the contents of contributions with outside agencies and people important to them, e.g. parents and social workers. Activity planning has improved over the last year, this is evidenced through Active Support records and oversight by the home's wellbeing manager. Activities suggested by young people include rock climbing, cycling, fishing, cinemas and visits to zoos etc. A survey of young people's experience and views of the service was completed in March 2023. Feedback presented a positive reflection of life at Aran. The home is currently investigating alternative methods of recording daily records. One option being considered is moving from paper to an online recording service. This can be set up to allow young people to have easier access or to contribute more easily to their daily records. As an example of listening and responding to young people, we have changed accommodation when requested. When the opportunity arose a review of student and staff allocation allowed us to act upon young people's wishes in March 2023 evidencing that their voices are listened to and acted upon.

<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>Young people engage enthusiastically in their education and the schools ACHIEVE program. School attendance is high, and progress is typically good. The ACHIEVE program rewards school attendance and punctuality. Post 16 young people have the opportunity to attend the local college in Dolgellau. The home has fully implemented the EMAR system for medication administration and recording across all the houses. This has been effective in reducing medication discrepancies, although historically the number was already low. All young people are registered with the local doctor, dentist and opticians. A consultant child and adolescent psychiatrist visits the home monthly and oversees medication and progress of young people. As well as discussing individual cases and progress with staff they meet directly with our young people to discuss progress and any issues, considering their views and wishes if recommending any changes to their medication regime. Some young people are currently being supported to reduce their medication with consultation from a health professional. Staff have to undertake relevant training to obtain competency in medication administration. The first session of this additional staff training occurred on the 31st March 2023 and more is intended in the future. Aran Hall has developed the ACHIEVE! program, a points and level system which rewards young people for using appropriate behaviour such as using safe words and actions, as well as also rewarding the completion of academic tasks and attending class on time. By providing structure, routine and boundaries, young people are enabled to develop pro-academic and pro-social skills thus providing positive outcomes for each individual.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our overall evaluation is that the young people are supported in their well-being and are safeguarded and the home is compliant. Maintaining staffing levels is essential to ensure that young people are supported and safeguarded. Staffing issues relating to recruitment, retention, sickness, performance concerns, etc. can impact upon the smooth running of the home and in turn affect consistency of staffing. An external training provider was commissioned to provide safeguarding training with the current staff team. Senior managers are the designated leads for safeguarding who all take at least annual refresher safeguarding training. The home has developed a good and effective working relationship with the local safeguarding team and associated services. Safeguarding referrals have been managed promptly and rigorously over the last year. This demonstrates that the young people have a voice, are listened to, and know how to raise a concern. Providing the young people with forums to raise and discuss issues are regularly arranged. An advocacy service undertakes a monthly visit to the home and all young people have the opportunity to meet with the advocate in private should they wish. Visits from placing LA's this year have judged our service as effective in being able to keep young people safe and protected.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Overall evaluation is that the home's environment has improved and continues to be good or better and as such Aran Hall is compliant within this area. This evaluation has been reached through analysis of both internal and external monitoring reports, e.g. RM reports, local authority audits, reg 73 and Reg 80 monitoring visits. Young people live in houses within the main building and in a separate build within the grounds of home. Young people are placed in their houses with peers of similar age and ability. There are no more than three people living on each of the houses which we feel works better for the groups. All young people have their own single occupancy bedroom which is decorated and furnished to their wishes. The houses are all maintained to a good standard and present as homely and welcoming. Evidence of the young people's 'presence' is visible on the houses. Maintenance management is responsive to any repair requests. The living and personal (bedroom) environments for the young people are well maintained and continue to meet their daily living needs. Young people have a voice in the choosing and purchasing of fixtures and fittings on the houses and bedrooms are personalised to reflect their interests, hobbies and wishes. There is some variability between the bedrooms but this is to be expected and reflects the individual needs/behaviour of the young people. Décor and furniture within the houses are modern and appropriate to meet individual needs. Young people are encouraged to keep their own spaces clean and tidy. There is no central kitchen and all food is prepared by the young people and staff on the houses modelling 'family living'. Young people plan food menus, budget, shop for ingredients and cook with the support of their staff team. Refurbishment of a visitor's room area has been completed, this provides a suitable environment where young people can meet with people of importance to them without impacting upon their peers. Following a review of student mix, the home has reopened Buzzard house. This now accommodates young people that have reached level 3 on the ACHIEVE! program and acknowledges the progress made. The SENAD Group's maintenance team liaises closely with the home's team regarding the robustness of fixtures and fittings and the planned layout of some areas.

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)	44
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	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>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?	No
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	4
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	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	0
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision and recruitment training is also completed for senior staff.
<p>Contractual Arrangements</p>	
No. of permanent staff	4
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
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	17
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	3
Health & Safety	9
Equality, Diversity & Human Rights	5
Infection, prevention & control	6
Manual Handling	0
Safeguarding	17
Medicine management	17
Dementia	0
Positive Behaviour Management	12
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid - Emergency-8 E-Safety-17

Contractual Arrangements

No. of permanent staff	17
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)	15
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

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.

House Leaders and Residential Support Workers work a three week rolling Rota; shifts worked are from 8am-4pm and 3pm-10pm. The Rota also provides for a one day training shift every three weeks for each of the three care teams. The home has two teams of waking night staff; each team is staffed by seven full time members. Night teams comprise of a Team Leader, a Deputy and five members of waking night staff. Night staff work a two-week Rota contracted hours are 10pm-8am.

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	3

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	37
No. of posts vacant	4

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	14
Health & Safety	37
Equality, Diversity & Human Rights	37
Infection, prevention & control	37
Manual Handling	0
Safeguarding	37
Medicine management	37
Dementia	0
Positive Behaviour Management	37
Food Hygiene	37
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E- Safety- 37

Contractual Arrangements

No. of permanent staff	37
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	4
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)	37
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

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.	House Leaders and Residential Support workers work a three week rolling Rota, shifts worked are from 8am-4pm and 3pm-10pm. The Rota also provides for a one day training shift every three weeks for each of the three care teams. The Home has two teams of waking night staff; each team is staffed by seven full time members. Night teams comprise of a Team Leader, a deputy and five members of waking night staff. Night staff work a two-week Rota contracted hours are 10pm-8am. Under the direction of the house leader, each House has an allocated number of Residential Support Workers (the actual number is dependent upon the needs and number of the young people living on the house and is set by the manager) and normally this is planned as 1:1. House Leaders and residential Support Workers are assigned to work in particular houses on a regular basis.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	31
No. of staff working towards the required/recommended qualification	6
Domestic 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
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire safety x 2 Radicalisation & Extremism (Prevent) x 2
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)	1
No. of part-time staff (17-34 hours per week)	1
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	0
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.	We employ three maintenance workers in which one is a manager. The maintenance team provide full oversight of the homes and respond to all damage and repair work.
Filled and vacant posts	
No. of staff in post	3
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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	0
Manual Handling	0
Safeguarding	3
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Radicalisation & Extremism (Prevent) x 2 completed
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	0
No. of staff working toward required/recommended qualification	0