

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:	Betsi Cadwaldr University Health Board	
The provider was registered on:	31/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Enhanced Community Residential Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/05/2019
	Responsible Individual(s)	
	Manager(s)	louise Bateman
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training is managed via the electronic service record (ESR), which will alert staff when their training competencies require updating and of any relevant training available to them. Compliance is managed through supervision and team meetings. All staff have a corporate induction programme when they join the Health Board and then have designated mandatory training programmes to complete. This is in addition to in-house training programmes. Staff members are encouraged and supported to further de
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruit and retention is managed through BCUHB recruitment and retention policy. All new vacancies are advertised in relevant, regional, national and professional media. We have launched a 'JUST R' recruitment campaign with the focus on social media, to include engagement events which has increased enquiries into adverts. Workforce recruitment and retention is under continuous review to ensure sufficiency and suitability qualified, skilled and experienced staff are available.

Service Profile

Service Details

Name of Service	Enhanced Community Residential Service
Telephone Number	03000859335
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	Our services support individuals with a wide range of communication needs; utilising objects of reference, PECS, Makaton, giving consideration to tone and speed of voice, body language, a ability to provide and understand written communication. Each service user is assessed, and their individual needs and preference is considered. The sensory loss tool kit is available for staff with BSL interpretation services available via Wales Interpretation and Translation service.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	999
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Fees Charged

The minimum hourly rate payable during the last financial year?	11.45
The maximum hourly rate payable during the last financial year?	30.93

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?	<p>We actively seek out the views and opinions of all individuals in relation to the services they receive from us, we will do this through supporting individuals, their families and representatives to share their opinions, through the service user guide, bi-annual satisfaction questionnaires and person centred and service delivery reviews of care. We are working towards the implementation of the Welsh Government outcome measures that will support us to determine the success of service delivery and interventions that increase the quality of life for the people we support.</p> <p>What matters conversations and all individuals are part of the decisions around their care arrangements. Patient stories are obtained along with satisfaction surveys.</p> <p>We work with individuals, and their support circle to develop a programme/plan of care, that will support and encourage individuals to develop the confidence, strength and skills needed to carry out activities independently</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	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.

<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>We keep service users informed, enabling them to make choice s concerning their care and support to ensure they can participate in the process, promoting autonomy, self- determination and control, thereby maintaining their independence and providing opportunities for self- development.</p> <p>Our service users are provided with information they require to enable them to make an informed choice about whether the service delivered will meet their needs. We have systems in place that allows for ongoing monitoring of service delivery that will allow for our service users, their families and advocates and carers to express their views on the quality of the service received by them. We provide our service users with an agreed written contract of care</p> <p>Every service user is offered opportunity and support to express themselves. 'What matter' conversations are an integral part of planning the level of support each person requires.</p> <p>They are consulted with from the very beginning to have the choice of what element of care and support they consent to, this includes as much as reasonably practical the time of visits, priorities for support, any additional services referred to for offer of further support i.e., therapies, voluntary sector etc.</p> <p>Service users and their representatives are asked whether they feel their needs are being fully met and regular reviews are undertaken by registered nurses to oversee the care plans in conjunction with the service users wishes and preferences.</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>The managers will involve other relevant multi-disciplinary and multi-agency professionals to work in partnership with the service user, service user's family and/ or advocate in assessing and addressing individual holistic needs. Focus is placed upon optimising the autonomy and independence of each individual service user. Support is provided to service users to maintain their ongoing health development and overall wellbeing and achieve their optimum physical and mental health.</p> <p>We endeavour to ensure that all service users are seen as individuals with experiences, aspirations, opinions and choices and support everyone to express themselves to be part of their health and choices. Being able to express who they are and what they want and be well informed on decisions regarding their own health and wellbeing.</p> <p>As part of the individualised care, importance is placed on finding out personal history, interests and beliefs and care is tailored accordingly. Some examples of this would be in giving opportunity to choose own clothes, where they wish to sit, what they would prefer to watch on television /radio. If they have health needs giving information to support positive health outcomes such as diet, pressure relieving advice.</p> <p>We would support individual to maintain existing relationships and liaise with family & friends as consented to by the service user. Whilst under the service there care and health needs are overseen by a registered nurse who will advise on any health-related recommendations to ensure they are fully part of decisions about their health and wellbeing needs.</p>

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

Service users are supported to be happy and feel safe, protected from abuse and neglect. Designated Safeguarding Lead is in place and all staff receive appropriate training. We welcome service users telling us what they think of our service and we encourage them to offer any suggestions as to how we could do things better.

Service users are asked, and other people e.g. representatives, whether they feel their needs are being fully met. This is done in discussions, reviews, meetings, and by analysing the findings of the Satisfaction Questionnaires which will be sent to service users and their representatives annually.

Protecting our service user's rights to live safely, free from abuse and neglect is at the forefront of everything that we do. All service users are empowered to make choices and supported to manage risks.

People's views, wishes, feelings and beliefs are recognised and considered on deciding any action that may need to be taken recognising that some service users have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal care. Service users' homes and property are treated with respect

All individuals employed under the service are subject to DBS checks and undertake safeguarding training as part of their mandatory training. They are fully aware of how to take action and refer to safeguarding teams within local authority and health board should we feel someone's care needs are not being met.

We have up to date policies and procedures around safeguarding that are accessible at all times, and a safeguarding team within the health board and local authority exist for advice and support to discuss any cases and give advice.

Staff training is kept up to date to ensure that no one is working out of their scope of knowledge and practice.

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)	258
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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
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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	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	2
Health & Safety	2
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Covid 19 risk assessment ILM Level 5 Infection Prevention Mandatory Life Support Registered Managers award MSC in Leadership and Management Leadership and Development

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	1
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 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	1

Deputy service manager

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	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	3
Health & Safety	2
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and Management MSc, RGN, SPQ, Prescribers

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 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	1

Other supervisory staff

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	22
No. of posts vacant	2

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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Manual Handling	22
Safeguarding	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All RGNs, SPQ's, some have MSc and additional management and leadership courses undertaken Covid-19 risk assessment Infection prevention Mandatory Life Support Mental Capacity Act

Contractual Arrangements

No. of permanent staff	20
No. of Fixed term contracted staff	2
No. of volunteers	0
No. of Agency/Bank staff	1
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)	22
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	0
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
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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	194
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No. of posts vacant	10
<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	110
Health & Safety	191
Equality, Diversity & Human Rights	181
Manual Handling	184
Safeguarding	192
Dementia	193
Positive Behaviour Management	59
Food Hygiene	74
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Variety of clinical areas such as Phlebotomy, wound care, pressure area care First aid at work Diabetes Epilepsy / Buccal Medicines Administration Recording / Review / Storage Disposal Fire Warden Training Financial Awareness Mental Capacity Act Mandatory Life Support
<p>Contractual Arrangements</p>	
No. of permanent staff	180
No. of Fixed term contracted staff	14
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)	0
No. of part-time staff (17-34 hours per week)	194
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	90
No. of staff working towards the required/recommended qualification	36
<p>Other types of staff</p>	
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.	Information not provided by service at the time of submission of annual return
<p>Filled and vacant posts</p>	
No. of staff in post	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	10
No. of Non-guaranteed hours contract (zero hours) staff	0

Staff Qualifications

No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0