

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:	Westcountry Case Management LTD
The provider was registered on:	13/11/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Westcountry Case Management Ltd Cardiff and the Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/11/2019
Responsible Individual(s)	Warren Irving
Manager(s)	Louisa Pierce
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Westcountry Case Management Ltd Cwm Taf	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/11/2019
Responsible Individual(s)	Warren Irving
Manager(s)	Louisa Pierce
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Westcountry Case Management Ltd Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/11/2019
Responsible Individual(s)	Warren Irving
Manager(s)	Louisa Pierce
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Westcountry Case Management Ltd Western Bay	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/11/2019
Responsible Individual(s)	Warren Irving
Manager(s)	Louisa Pierce
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Westcountry Case Management Ltd West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/11/2019
Responsible Individual(s)	Warren Irving
Manager(s)	Louisa Pierce
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

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 tailored to each individual client. There are client's who se teams require core training only and there are clients who require additional specific training such as epilepsy, PEG, and SALT. A training requirement checklist is sent to the Case Manager each year to gather information as to what training will be required for the next 12 months. Core training is included in the annual costs which are sent to the fee payers each year. Bespoke training costs have to be approved first.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a member of the HR team dedicated to running our recruitment campaigns and onboarding our staff. All our packages are advertised for specifically, ensuring the candidates we receive are matched well with the client. In addition, the detailed advertisements and clear pay rates allow recruits to make informed decisions about who they will be working with. Staff are well supported with induction and training provided. Team meetings and Supervision/appraisal include a well being section.

#### Service Profile

##### Service Details

Name of Service	Westcountry Case Management Ltd Cardiff and the Vale
Telephone Number	01626770729
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	16.00

##### 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?	<ul style="list-style-type: none"> <li>• Annual Client Survey</li> <li>• Responsible Individual visits</li> <li>• Clients are included in service reviews</li> <li>• Regular client meetings</li> </ul>

##### 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	No
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	TACPAC - this is a sensory communication resource using touch and music

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.

There is provision of a clear and co-ordinated pathway of services to meet the person's individual needs and goals. Clients with significant communication needs are assessed by experts and reviewed regularly. Client's utilise a plethora of mechanical devices such as Eye Gaze and switches. Eye tracking and eye control make it possible for computers to know exactly where the user is looking. Eye tracking and eye control when combined with speech generating devices, create communication opportunities for individuals with special needs. Clients with specific behavioural needs which impacts their ability to communicate effectively at times use the services of expert Neuro-Psychologists to assist in devising routines, plans and approaches which are carefully documented within care plans to ensure the best outcomes are available for clients and their support work teams. Client specific training is put in place with all of our clients in order to maximize effectiveness, this is reviewed regularly (6 - 8 weeks). Clients who require alternative forms of communication such as sign language (Makaton and BSL) are supported by staff who are trained appropriately. Client's who use hearing aids are supported to ensure they are checked regularly. Communication is included as part of the support plan to ensure Client's needs are met. Access to language line; this is a translator service which will allow provision of a translator for meetings or assessment to make sure communication with a client is in their first language. Written communication can be adapted by increasing font size and/or changing the colour of the background to assist people who may have sight issues or may be neuro diverse. Welsh speaking Case Managers are available if this is the Client's preferred language. We implement, monitor and review care and therapeutic services enabling clients to achieve the best level of independence possible. Clients and their families are often included in service reviews, and regular client meetings. Views and goal setting takes place at these meetings, this is a holistic process usually with a full MDT. Annual Client surveys ensure feedback is obtained. Learning points from these enable action plans to ensure we evolve as people's needs and expectations do.

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.

The service provided supports people with complex needs that can change regularly. Any learning that flows from the review of people's care needs, incidents of behaviour, any accidents or errors is communicated to staff through team meetings and supervisions if required. Different strategies are discussed and changes in support can be implemented because of these discussions. This means the support clients receive is always being reviewed to ensure that lessons are learned.

There are robust systems and processes which translate in practices to keep people safe at all times e.g., hygiene policies, facilities equipment, moving and handling policies, medication policies these are used in conjunction with rigorous risk assessments written by our Case Managers.

Clients are supported to live healthier lives, access healthcare and receive healthcare support including monitoring nutrition and supporting where appropriate and as directed by a dietician or SALT. Ensuring consent to care and treatment is in line with legislation and guidance including the Mental Capacity Act.

Care plans are written in a client-centred way, they are at the heart of all their care and involved in compiling their plan as much as possible, their care is personalised and each person is given the emotional support they need. Clients are treated with kindness, respect, and compassion.

Staff are kept up to date with best practice. Case managers are encouraged to attend internal conferences. Staff are kept up to date with new policies and procedures as well as disseminated information relating to new products and new technologies used to advance effective care, in order to benefit the client's. Case managers are also encouraged and regularly attend external conferences throughout the UK which relate to a variety of specialist areas of our work. This knowledge is used to support people effectively.

Office staff receive on-going support from their manager through regular supervision and appraisal. This helps them to understand and delivery of an effective service to clients.

For children the service provided ensures a holistic approach is taken. Consideration is given to the unique needs and abilities of each child. By providing children with a safe, supportive, and enriching environment, they are supported to reach their full potential and develop into healthy, happy, and well-rounded individuals.

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

Quality assurance feedback demonstrates clearly that the service continues to provide clients a high level of support which makes them feel safe and protected from harm. Safeguarding is pivotal to ensuring this continues. Reporting safeguarding concerns enables us to act swiftly and decisively in all abuse matters. Safeguarding is on every agenda of all meetings which take place.

There is a dedicated member of the HR team responsible for running recruitment and onboarding staff. Packages are advertised for specifically, ensuring the candidates who apply are matched well with the client. In addition, the detailed advertisements and clear pay rates allow recruits to make informed decisions about who they will be working with.

Staff are well supported and there is a team leader in most packages who completes and supports them through induction, probation, supervision, and appraisal.

Additionally, the case managers provide regular updates to Support plans and risk assessment and guidance to the team through team meetings and continual contact. All of these support mechanisms coupled with a vast training network ensures all staff have client specific training.

We have excellent retention of staff and ongoing recruitment needs are lowered. It is vital that clients experience consistency in their staff. Recruitment/retention is pivotal to ensure this is maintained.

A stable staff allows for relationships to be established and trust to be built within the team.

By ensuring safer recruitment and ongoing monitoring of staff, allows our clients to feel safe and supported.

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) 1

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	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.	
	Contractual Arrangements	
No. of permanent staff	0	
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	1	
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
<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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 social care worker	0
No. of staff working towards the required/recommended qualification	1
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	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	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy Learning disabilities Autism Cerebral Palsy
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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
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	1
Other types of staff	



Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Westcountry Case Management Ltd Cwm Taf
Telephone Number	01626770729
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	18.00

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?	<ul style="list-style-type: none"> <li>• Annual Client Survey</li> <li>• Responsible Individual visits</li> <li>• Clients are included in service reviews</li> <li>• Regular client meetings</li> </ul>

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	Yes
List 'Other' forms of non-verbal communication used	Touch access communication board, Encoded eye gaze communication book, Yes and No wrist bands.

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.

There is provision of a clear and co-ordinated pathway of services to meet the person's individual needs and goals.

Clients with significant communication needs are assessed by experts and reviewed regularly.

Clients utilise a plethora of mechanical devices such as Eye Gaze and switches. Eye tracking and eye control make it possible for computers to know exactly where the user is looking. Eye tracking and eye control when combined with speech generating devices, create communication opportunities for individuals with special needs.

Clients with specific behavioural needs which impacts their ability to communicate effectively at times use the services of expert Neuro-Psychologists to assist in devising routines, plans and approaches which are carefully documented within care plans to ensure the best outcomes are available for clients and their support work teams.

Client specific training is put in place with all of our clients in order to maximize effectiveness, this is reviewed regularly (6 - 8 weeks).

Clients who require alternative forms of communication such as sign language (Makaton and BSL) are supported by staff who are trained appropriately.

Clients who use hearing aids are supported to ensure they are checked regularly.

Communication is included as part of the support plan to ensure Client's needs are met.

Access to language line; this is a translator service which will allow provision of a translator for meetings or assessment to make sure communication with a client is in their first language. Written communication can be adapted by increasing font size and/or changing the colour of the background to assist people who may have sight issues or may be neuro diverse.

Welsh speaking Case Managers are available if this is the Client's preferred language

We implement, monitor and review care and therapeutic services enabling clients to achieve the best level of independence possible.

Clients and their families are often included in service reviews, and regular client meetings. Views and goal setting takes place at these meetings, this is a holistic process usually with a full MDT.

Annual Client surveys ensures feedback is obtained. Learning points from these enable action plans to ensure we evolve as people's needs and expectations do.

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.

The service provided supports people with complex needs that can change regularly. Any learning that flows from the review of people's care needs, incidents of behaviour, any accidents or errors is communicated to staff through team meetings and supervisions if required. Different strategies are discussed and changes in support can be implemented because of these discussions. This means the support clients receive is always being reviewed to ensure that lessons are learned.

There are robust systems and processes which translate in practices to keep people safe at all times e.g., hygiene policies, facilities equipment, moving and handling policies, medication policies these are used in conjunction with rigorous risk assessments written by our Case Managers.

Clients are supported to live healthier lives, access healthcare and receive healthcare support including monitoring nutrition and supporting where appropriate and as directed by a dietician or SALT. Ensuring consent to care and treatment is in line with legislation and guidance including the Mental Capacity Act.

Care plans are written in a client-centred way, they are at the heart of all their care and involved in compiling their plan as much as possible, their care is personalised and each person is given the emotional support they need. Clients are treated with kindness, respect, and compassion.

Staff are kept up to date with best practice. Case managers are encouraged to attend internal conferences. Staff are kept up to date with new policies and procedures as well as disseminated information relating to new products and new technologies used to advance effective care, in order to benefit the clients. Case managers are also encouraged and regularly attend external conferences throughout the UK which relate to a variety of specialist areas of our work. This knowledge is used to support people effectively.

Office staff receive on-going support from their manager through regular supervision and appraisal. This helps them to understand and delivery of an effective service to clients.

For children the service provided ensures a holistic approach is taken. Consideration is given to the unique needs and abilities of each child. By providing children with a safe, supportive, and enriching environment, they are supported to reach their full potential and develop into healthy, happy, and well-rounded individuals.

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

Quality assurance feedback demonstrates clearly that the service continues to provide clients a high level of support which makes them feel safe and protected from harm. Safeguarding is pivotal to ensuring this continues. Reporting safeguarding concerns enables us to act swiftly and decisively in all abuse matters. Safeguarding is on every agenda of all meetings which take place.

There is a dedicated member of the HR team responsible for running recruitment and onboarding staff. Packages are advertised for specifically, ensuring the candidates who apply are matched well with the client. In addition, the detailed advertisements and clear pay rates allow recruits to make informed decisions about who they will be working with.

Staff are well supported and there is a team leader in most packages who completes and supports them through induction, probation, supervision, and appraisal.

Additionally, the case managers provide regular updates to Support plans and risk assessment and guidance to the team through team meetings and continual contact. All of these support mechanisms coupled with a vast training network ensures all staff have client specific training.

We have excellent retention of staff and ongoing recruitment needs are lowered. It is vital that clients experience consistency in their staff. Recruitment/retention is pivotal to ensure this is maintained.

A stable staff allows for relationships to be established and trust to be built within the team.

By ensuring safer recruitment and ongoing monitoring of staff, allows our clients to feel safe and supported.

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) 6

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
	<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	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	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	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.	Safeguarding - named professional level 4
	Contractual Arrangements	
	No. of permanent staff	0
	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	1	
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
<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	2
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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG/Gastrostomy Nutrition and diet Lone working Fire First aid Bolus feed Autism Cerebral palsy Infection control
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
<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)	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	0

No. of staff working towards the required/recommended qualification	2
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
<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	14
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	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	10
Safeguarding	5
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG/Gastrostomy Nutrition and diet Lone working Fire First aid Bolus feed Autism Cerebral palsy Infection control Pressure area care
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	6
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

3

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	Westcountry Case Management Ltd Gwent
Telephone Number	01626770729
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

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

4

### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	16.81

### 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?	<ul style="list-style-type: none"> <li>• Annual Client Survey</li> <li>• Responsible Individual visits</li> <li>• Clients are included in service reviews</li> <li>• Regular client meetings</li> </ul>

### 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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye gaze

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.

There is provision of a clear and co-ordinated pathway of services to meet the person's individual needs and goals. Clients with significant communication needs are assessed by experts and reviewed regularly. Clients utilise a plethora of mechanical devices such as Eye Gaze and switches. Eye tracking and eye control make it possible for computers to know exactly where the user is looking. Eye tracking and eye control when combined with speech generating devices, create communication opportunities for individuals with special needs. Clients with specific behavioural needs which impacts their ability to communicate effectively at times use the services of expert Neuro-Psychologists to assist in devising routines, plans and approaches which are carefully documented within care plans to ensure the best outcomes are available for clients and their support work teams. Client specific training is put in place with all of our clients in order to maximize effectiveness, this is reviewed regularly (6 - 8 weeks). Clients who require alternative forms of communication such as sign language (Makaton and BSL) are supported by staff who are re trained appropriately. Clients who use hearing aids are supported to ensure they are checked regularly. Communication is included as part of the support plan to ensure Client's needs are met. Access to language line; this is a translator service which will allow provision of a translator for meetings or assessment to make sure communication with a client is in their first language. Written communication can be adapted by increasing font size and/or changing the colour of the background to assist people who may have sight issues or may be neuro diverse. Welsh speaking Case Managers are available if this is the Client's preferred language. We implement, monitor and review care and therapeutic services enabling clients to achieve the best level of independence possible. Clients and their families are often included in service reviews, and regular client meetings. Views and goal setting takes place at these meetings, this is a holistic process usually with a full MDT. Annual Client surveys ensures feedback is obtained. Learning points from these enable action plans to ensure we evolve as people's needs and expectations do.



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.

The service provided supports people with complex needs that can change regularly. Any learning that flows from the review of people's care needs, incidents of behaviour, any accidents or errors is communicated to staff through team meetings and supervisions if required. Different strategies are discussed and changes in support can be implemented because of these discussions. This means the support clients receive is always being reviewed to ensure that lessons are learned.

There are robust systems and processes which translate in practices to keep people safe at all times e.g., hygiene policies, facilities equipment, moving and handling policies, medication policies these are used in conjunction with rigorous risk assessments written by our Case Managers.

Clients are supported to live healthier lives, access healthcare and receive healthcare support including monitoring nutrition and supporting where appropriate and as directed by a dietician or SALT. Ensuring consent to care and treatment is in line with legislation and guidance including the Mental Capacity Act.

Care plans are written in a client-centred way, they are at the heart of all their care and involved in compiling their plan as much as possible, their care is personalised and each person is given the emotional support they need. Clients are treated with kindness, respect, and compassion.

Staff are kept up to date with best practice. Case managers are encouraged to attend internal conferences. Staff are kept up to date with new policies and procedures as well as disseminated information relating to new products and new technologies used to advance effective care, in order to benefit the clients. Case managers are also encouraged and regularly attend external conferences throughout the UK which relate to a variety of specialist areas of our work. This knowledge is used to support people effectively.

Office staff receive on-going support from their manager through regular supervision and appraisal. This helps them to understand and delivery of an effective service to clients.

For children the service provided ensures a holistic approach is taken. Consideration is given to the unique needs and abilities of each child. By providing children with a safe, supportive, and enriching environment, they are supported to reach their full potential and develop into healthy, happy, and well-rounded individuals.

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

Quality assurance feedback demonstrates clearly that the service continues to provide clients a high level of support which makes them feel safe and protected from harm. Safeguarding is pivotal to ensuring this continues. Reporting safeguarding concerns enables us to act swiftly and decisively in all abuse matters. Safeguarding is on every agenda of all meetings which take place.

There is a dedicated member of the HR team responsible for running recruitment and onboarding staff. Packages are advertised for specifically, ensuring the candidates who apply are matched well with the client. In addition, the detailed advertisements and clear pay rates allow recruits to make informed decisions about who they will be working with.

Staff are well supported and there is a team leader in most packages who completes and supports them through induction, probation, supervision, and appraisal.

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By ensuring safer recruitment and ongoing monitoring of staff, allows our clients to feel safe and supported.

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) 5

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
	<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	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	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	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.	
	Contractual Arrangements	
	No. of permanent staff	0
	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	1	
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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Nutrition and hydration Lone working First aid Cerebral palsy Infection control Acquired brain injury Mental Capacity /DOLs
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (16 hours or under per week)	0

<b>Staff Qualifications</b>	
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	2
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	11
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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Nutrition and hydration Lone working First aid Cerebral palsy Infection control Acquired brain injury Mental Capacity /DOLs
<b>Contractual Arrangements</b>	
No. of permanent staff	11
No. of Fixed term contracted staff	0
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)	2
No. of part-time staff (17-34 hours per week)	9
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

2

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	Westcountry Case Management Ltd West Wales
Telephone Number	01626770729
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

## Service Provision

### People Supported

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

3

### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	14.61

### 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?	<ul style="list-style-type: none"> <li>• Annual Client Survey</li> <li>• Responsible Individual visits</li> <li>• Clients are included in service reviews</li> <li>• Regular client meetings</li> </ul>

### 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.

There is provision of a clear and co-ordinated pathway of services to meet the person's individual needs and goals. Clients with significant communication needs are assessed by experts and reviewed regularly. Clients utilise a plethora of mechanical devices such as Eye Gaze and switches. Eye tracking and eye control make it possible for computers to know exactly where the user is looking. Eye tracking and eye control when combined with speech generating devices, create communication opportunities for individuals with special needs. Clients with specific behavioural needs which impacts their ability to communicate effectively at times use the services of expert Neuro-Psychologists to assist in devising routines, plans and approaches which are carefully documented within care plans to ensure the best outcomes are available for clients and their support work teams. Client specific training is put in place with all of our clients in order to maximize effectiveness, this is reviewed regularly (6 - 8 weeks). Clients who require alternative forms of communication such as sign language (Makaton and BSL) are supported by staff who are trained appropriately. Clients who use hearing aids are supported to ensure they are checked regularly. Communication is included as part of the support plan to ensure Client's needs are met. Access to language line; this is a translator service which will allow provision of a translator for meetings or assessment to make sure communication with a client is in their first language. Written communication can be adapted by increasing font size and/or changing the colour of the background to assist people who may have sight issues or may be neuro diverse. Welsh speaking Case Managers are available if this is the Client's preferred language. We implement, monitor and review care and therapeutic services enabling clients to achieve the best level of independence possible. Clients and their families are often included in service reviews, and regular client meetings. Views and goal setting takes place at these meetings, this is a holistic process usually with a full MDT. Annual Client surveys ensure feedback is obtained. Learning points from these enable action plans to ensure we evolve as people's needs and expectations do.

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

Quality assurance feedback demonstrates clearly that the service continues to provide clients a high level of support which makes them feel safe and protected from harm. Safeguarding is pivotal to ensuring this continues. Reporting safeguarding concerns enables us to act swiftly and decisively in all abuse matters. Safeguarding is on every agenda of all meetings which take place.

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A stable staff allows for relationships to be established and trust to be built within the team.

By ensuring safer recruitment and ongoing monitoring of staff, allows our clients to feel safe and supported.

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) 4

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
	<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	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	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	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.	
	Contractual Arrangements	
	No. of permanent staff	0
	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	1	
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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Awareness of medication Mental Capacity Act/DOLs Acquired Brain Injury
<p>Contractual Arrangements</p>	
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
<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)	1
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	2

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	2
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG Nutrition and hydration Lone working First aid Fire Lone Working Acquired brain injury Physiotherapy and hydrotherapy Recording information
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
<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)	2
No. of part-time staff (17-34 hours per week)	5
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	3
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	Westcountry Case Management Ltd Western Bay
Telephone Number	01626770729
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	9.50
The maximum hourly rate payable during the last financial year?	15.69

##### 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?	<ul style="list-style-type: none"> <li>• Annual Client Survey</li> <li>• Responsible Individual visits</li> <li>• Clients are included in service reviews</li> <li>• Regular client meetings</li> </ul>

##### 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	Yes
List 'Other' forms of non-verbal communication used	Eye gaze

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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There are robust systems and processes which translate in practices to keep people safe at all times e.g., hygiene policies, facilities equipment, moving and handling policies, medication policies these are used in conjunction with rigorous risk assessments written by our Case Managers.

Clients are supported to live healthier lives, access healthcare and receive healthcare support including monitoring nutrition and supporting where appropriate and as directed by a dietician or SALT. Ensuring consent to care and treatment is in line with legislation and guidance including the Mental Capacity Act.

Care plans are written in a client-centred way, they are at the heart of all their care and involved in compiling their plan as much as possible, their care is personalised and each person is given the emotional support they need. Clients are treated with kindness, respect, and compassion.

Staff are kept up to date with best practice. Case managers are encouraged to attend internal conferences. Staff are kept up to date with new policies and procedures as well as disseminated information relating to new products and new technologies used to advance effective care, in order to benefit the clients. Case managers are also encouraged and regularly attend external conferences throughout the UK which relate to a variety of specialist areas of our work. This knowledge is used to support people effectively.

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For children the service provided ensures a holistic approach is taken. Consideration is given to the unique needs and abilities of each child. By providing children with a safe, supportive, and enriching environment, they are supported to reach their full potential and develop into healthy, happy, and well-rounded individuals.

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

Quality assurance feedback demonstrates clearly that the service continues to provide clients a high level of support which makes them feel safe and protected from harm. Safeguarding is pivotal to ensuring this continues. Reporting safeguarding concerns enables us to act swiftly and decisively in all abuse matters. Safeguarding is on every agenda of all meetings which take place.

There is a dedicated member of the HR team responsible for running recruitment and onboarding staff. Packages are advertised for specifically, ensuring the candidates who apply are matched well with the client. In addition, the detailed advertisements and clear pay rates allow recruits to make informed decisions about who they will be working with.

Staff are well supported and there is a team leader in most packages who completes and supports them through induction, probation, supervision, and appraisal.

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We have excellent retention of staff and ongoing recruitment needs are lowered. It is vital that clients experience consistency in their staff. Recruitment/retention is pivotal to ensure this is maintained.

A stable staff allows for relationships to be established and trust to be built within the team.

By ensuring safer recruitment and ongoing monitoring of staff, allows our clients to feel safe and supported.

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) 1

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	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.		
Contractual Arrangements		
No. of permanent staff	0	
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	1	
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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
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 social care worker	1

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	4
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid Awareness of medication Learning disabilities Acquire Brain Injury Cerebral Palsy Lone Working
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	4
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	1
Other types of staff	



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