

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:	Goleudy Housing and Support Limited	
The provider was registered on:	21/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Willow Project	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	21/05/2019
	Responsible Individual(s)	Alison James
	Manager(s)	Ewa Lewinska-Owen
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	All staff have regular supervisions to identify additional training needs in addition to core training. All staff have relevant training and have refresher training specifically with regards to safeguarding, Equality/Diversity/Inclusion, medication training and mental health first aid training. We hold a training matrix that is monitored by the RI during quarterly visits. We have an organisation training and development plan that includes all core and additional training staff will access.
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 robust recruitment policy in place that ensures all practices are fair. We have detailed job descriptions and person specification to ensure all staff appointed are competent in the position. All staff receive regular supervision, we hold regular reflective practice sessions and adequate training to support staff retention. We also have generous annual leave, flexible working and Paycare (a health initiative that provides free counselling and a contribution to health care i.e. dental)

Service Profile

Service Details

Name of Service	Willow Project
Telephone Number	01792589676
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum hourly rate payable during the last financial year?	35.68
The maximum hourly rate payable during the last financial year?	35.68

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?	Regular residents meetings are held with the RM. The RI meets with residents 1:1 to discuss the service and how improvements can be made. We use the support sessions to discuss how the service is going and assess if the service is the right one for the individual. Residents are encouraged to express views and ideas to improve and implementing new activities to the project.

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.

<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>People we support are actively encouraged to take part in the service delivery process and the design of their individual service delivery plans / Support Plans. All support is person led including setting goals, managing risk and keeping safe and well plans.</p> <p>Throughout this process, the views, wishes, opinions, and preferences of residents are welcomed, and they are an integral part of the service delivery provided by Goleudy.</p> <p>Regular reviews are held, and the involvement and comments of individuals are sought and invited as part of the review process. The individuals can all forward their views and comments through their care manager or another representative should they wish to do so.</p> <p>Regular resident meetings are held to allow people to meet collectively to express their view, opinions, wishes and preferences. As part of the quality assurance process, Goleudy hold Annual service reviews of each project. These seek the views of staff and people being supported and are part of the evidence used to ensure the quality of service provision.</p> <p>Questionnaires are given to individuals, their representatives, family and care managers for feedback on the service provided.</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>People we support have the opportunity to participate in the Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) to track the progress made with their individual well-being. Goals are set to be achievable and realistic so that the person stays motivated and is able to reach their outcomes. People are encouraged to set goals, with support, for daily living skills, social skills and wellbeing both mental and physical.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The registered manager is the organisation safeguarding lead and is also qualified to deliver training for safeguarding. All staff have had safeguarding training and all staff follow all policy and procedures regarding safeguarding. People we support are empowered to report any Safeguarding issues, as part of support we educate residents to be aware of what abuse looks like.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>9</p>

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

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

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer for Safeguarding, this is in addition to Safeguarding training

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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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	5
No. of posts vacant	3

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	2
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	2 x staff have attended Fire Safety

Contractual Arrangements

No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	0

Other types of staff

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