

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:	Torfaen County Borough Council Adults and Children's Services	
The provider was registered on:	22/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Torfaen Social Care & Housing Personal Care Team & Torfaen Emergency Care at Home	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/03/2019
	Responsible Individual(s)	Sarah Paxton
	Manager(s)	Gaynor Evans
	Partnership Area	Gwent
	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	Staff complete induction in line with AWIF & employer endorsements to register with SCW if they do not hold a QCF qualification. Staff are supported to complete required qualifications and training is identified during supervision, appraisals, workplace monitoring & Annual Training Needs Analysis process. We work in partnership with TCBC colleagues, external providers & ABuHB to support training to enable continued professional development, SCW registration & post registration requirements.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is a key priority. Vacancies are advertised on TCBC's web site & We Care Wales portal. Social media campaigns ran alongside adverts to promote vacancy opportunities as well as attending recruitment events, We Care Wales initiatives & collaborating with our ODT colleagues to explore student placements & apprenticeship opportunities. Retention of staff at EC@H & TGD are stable but challenges remain within PCT. Career progression opportunities were presented due to planned retirements.

Service Profile

Service Details

Name of Service	Torfaen Council Domiciliary Care Service incorporating:- • Emergency Care at Home • Ty Glas y Dorlan • Personal Care Team
Telephone Number	01495766371
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

The Service offer access to an interpreter, or a translator should an individual have a specific need. We also support the use of technology where people are non-verbal & can be assisted to communicate via alternative means.

Service Provision

People Supported

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

823

Fees Charged

The minimum hourly rate payable during the last financial year?

17.79

The maximum hourly rate payable during the last financial year?

19.00

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?

We seek the views of people using the service & take opportunities to have conversations about 'what matters' to ensure their personal outcomes reflect their needs. Quality assurance questionnaires & feedback forms are used to monitor provision during & after intervention. Individuals can meet with managers in their own homes or at a chosen venue to discuss their wishes in relation to the service they're receiving. We ask for regular feedback from staff & stakeholders to build on existing practice to improve service. Feedback mechanisms ensure the rights of people who use the service is met & they have opportunities to contribute to decisions that affect their lives. Valuable feedback is captured during Registered Individual (RI) visits & through CIW Inspections. Our compliments & complaints procedures ensure the rights of people using the service are being met & listened to. People are provided information on how to raise a concern/complaint so that we can adapt & improve our service.

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.

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.

The Service operates through a referral & assessment model & aims to provide intervention that is flexible & responsive to individual needs. Our Statement of Purpose is fundamental in setting out the vision for the service needs to accurately reflect care & support delivered.

There is close liaison between Emergency Care at Home, TGD & PCT team for adults (18+) who have been assessed as requiring domiciliary care intervention to meet their personal outcomes. Pathway meetings are held to ensure services are provided proportionate to need in the right place at the right time for positive outcomes. Regular reviews are used to inform our intervention & practice. The service can be adapted or end at any time dependent on individual need. We're committed to ensuring the diversity of people is recognised, they are valued & involved in 'what matters' to them.

The service works with social care patch teams to achieve the best possible outcomes through joint visits, multi-disciplinary team meetings & encourage people to be socially active through inclusion programmes. We encourage individuals to have choice & control over our services in their everyday life & to tell us what is going well, what could be done differently or improve.

Care, support & outcome plans flex up or down depending on the needs of the individual & stage of their recovery, reablement, enablement, respite experience. Those who still need care & support to maintain their outcomes will transition to partners in the private domiciliary care market through a care & support plan.

The Responsible Individual (RI) will regularly review effectiveness of the service, seeking feedback from individuals & stakeholders through planned visits, reviewing complaints, compliments, response to questionnaire feedback & CIW inspection reports.

Our Quality of Care review provides a detailed evaluation of care & support & includes recommendations for improvement opportunities to ensure people's personal outcomes are met in a way that is right for them. Feedback shows people feel supported. "Thank you for the time & care you afforded dad & support you provided. You truly made a huge difference in such a difficult journey. You are all incredible people"

Inspectorate feedback following our CIW inspection reported "People are satisfied with the support they receive from the service & are complimentary of care staff. People feel listened too & are supported to contribute to decisions affecting their lives".

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.

Through our internal domiciliary assessment, reablement, enablement and intervention service, we deliver high-quality, person-centred care that promotes independence through positive risk-taking and social inclusion. We encourage & motivate to improve peoples' confidence to achieve their own wellbeing outcomes based on 'what matters' conversations when meeting their needs & supporting their wellbeing.

Multi-agency working is a strength, having access to a range of health & social care professionals, Occupational Therapy, Physiotherapy and Rapid Response teams; this allows early intervention, empowering people to achieve personal outcomes, with a clear focus on enablement. Referral pathways across the services are accessible & completed in a timely manner. People who require longer-term care are moved on internally for a longer-term package of support, or where appropriate to other services. This is carried out in a structured manner, promoting continuity of care & support. Personal plans are in place, which detail how people are supported to achieve their outcomes. Regular reviews are used to inform our intervention & practice.

We communicate with people at a level & a pace they understand. The monitoring systems in place seek people's views to review satisfaction & wellbeing. Feedback captured within our Quality of Care review included ' Thanks for the care & support it has made a big difference to mums mental mood & attitude" and " Please thank members of the team who were involved for all their kindness & understanding and everything did for my wellbeing during the last 7 weeks"

Inspectorate feedback following our CIW inspection also reported "They are supported with their physical, mental health, emotional & social wellbeing. There is a strong multidisciplinary approach across the services supporting people's well-being & empowering independence."

The Social Services & Wellbeing (Wales) Act 2014 strengthened people's rights to advocacy support. We provides people with information on how to access advocacy services if needed. Other support networks which enhance safety and wellbeing include Community Meals, Assisted Technology, Lifeline, Age Connect Torfaen, Community Connectors and Dementia Day care services to aid individuals ongoing health, development & wellbeing.

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

The Services operates within statutory requirements of Social Care Wales Act 2016. Our governance arrangement support & promotes people who use the service to live in a safe & suitable environment within their own home. Health & Safety risk assessments are conducted to ensure the environment is safe for both staff & the individual.

For those requiring equipment or adaptations to improve the environment & safety, we refer/signpost to other support services. People can access Community Meals, Assisted Technology, Lifeline & key safes to enhance safety. Any thoughts on equipment or adaptations will be discussed to give them the choice of whether equipment or adaptations are put into place.

Governance & leadership is critical to achieving a high-quality safe service. We ensure that effective management, leadership & training is in place to optimise our workforce capability. Staff are advised of their level of responsibility & accountability for providing a domiciliary service to individuals. Staff must understand & adhere to professional codes of conduct & SCW registration requirements.

Safeguarding systems are in place to ensure people are protected from abuse or neglectful practices. Records are kept in accordance with the Regulation & Inspection of Social Care Wales (Wales) Act 2016 regulations (RISCA). Personal records are safeguarded, maintained & stored appropriately in line with GDPR guidelines.

Staff have regular supervision & workplace observations to ensure they provide safe & reliable care. Disclosure & Barring Service (DBS) checks are carried out prior to employment. Induction & mandatory training include Safeguarding Awareness, Violence against Women Domestic Abuse & Sexual Violence (VAWDA SV), GDPR/Data Protection & Future Generations Wales Act, Health & Safety, Manual Handling, Emergency 1st Aid & Infection Control. For Safe management of medication, training ensures staff can support individuals confidently. Safeguarding Level 2 helps staff understand their role in protecting & supporting adults at risk. Policies & procedures are in place to ensure staff have a good knowledge of the escalation process.

Staff enjoy building relationships with people in their care and gain satisfaction & pride from helping individuals safely regain independence & improve their quality of life. Feedback received reflect this. "I can now use my shower upstairs & feel safe. I have grab rails in my shower, a shower stool & a stairlift". "I feel safe in my own".

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)	73

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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> 1. • Effective Communication Skills, • Professional Boundaries, • Information Governance, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • MCA & DOLs, • Positive Behaviour Management, • Mental Health Awareness for Managers • Connect 5 • Inclusive Leadership for Managers • Vanguard Training • Challenging Behaviour • ILM Level 4 or 5 • Medicine Management
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Effective Communication Skills, • Professional Boundaries, • Information Governance, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • MCA & DOLs, • Positive Behaviour Management, • Mental Health Awareness for Managers • Connect 5 • Inclusive Leadership for Managers • Vanguard Training • Challenging Behaviour • ILM Level 3 or 4 • Medicine Management
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1

No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	11
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	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • Effective Communication Skills, • Professional Boundaries, • Information Governance, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • MCA & DOLs, • Positive Behaviour Management, • Mental Health Awareness for Managers • Connect 5 • Inclusive Leadership for Managers • Vanguard Training • Challenging Behaviour • ILM Level 3, or 4 • Medicine Management
Contractual Arrangements	
No. of permanent staff	11
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)	11
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	9
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?	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	8
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	1
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	4
Dementia	6
Positive Behaviour Management	0
Food Hygiene	0

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<ul style="list-style-type: none"> • End of Life/Palliative Care • Dignity in Care, • Bereavement Awareness, • Oral Hygiene/Mouth Care, • Effective Communication Skills, • Assisted Eating & Drinking, • Fire Safety, Anxiety, • Emergency First Aid at Work. • Pressure Sore & Tissue Viability, • Diabetes Awareness, • Basic Life Support (BLS), • Continence Management, • Catheter & Stoma Care, • Promoting Independence, • Stroke Awareness, • Information Governance, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • Personal Safety & Breakaway Techniques • MCA & DOLs, • Promoting Independence in Personal Care, • Enablement Tools & Techniques, • Alzheimer's & Parkinson's Awareness, • Connect 5 • Vanguard Training • Challenging Behaviour • Trusted Assessor & Key Handler Training. • Understanding Sensory Impairment, • Recording & Report Writing • Medicine Management • ILM Level 3, or 4
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Contractual Arrangements

No. of permanent staff	7
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.
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No. of full-time staff (35 hours or more per week)	8
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	8
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
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Does your service structure include roles of this type?	Yes
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<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>
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Filled and vacant posts

No. of staff in post	95
No. of posts vacant	22

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	35
Safeguarding	25
Dementia	20
Positive Behaviour Management	0
Food Hygiene	25

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • End of Life/Palliative Care • Dignity in Care, • Bereavement Awareness, • Oral Hygiene/Mouth Care, • Assisted Eating & Drinking, • Fire Safety • Emergency First Aid at Work. • Pressure Sore & Tissue Viability, • Diabetes Awareness, • Life Support (BLS), • Continence Management, • Catheter & Stoma Care, • Promoting Independence, • Stroke Awareness, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • Personal Safety & Breakaway Techniques • MCA & DOLs, • Promoting Independence in Personal Care, • Enablement Tools & Techniques, • Alzheimer's & Parkinson's Awareness, • Connect 5 • Vanguard Training • Understanding Sensory Impairment, • Recording & Report Writing • Medicine Management
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Contractual Arrangements

No. of permanent staff	95
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)	33
No. of part-time staff (17-34 hours per week)	60
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	73
No. of staff working towards the required/recommended qualification	16

Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Teams are supported by Reablement Assessors whose focus is to empower, enable and maximise personal outcomes for individuals. In undertaking their roles, they may intervene and therefore are part of our regulated service
Filled and vacant posts	
No. of staff in post	16
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	0
Health & Safety	4
Equality, Diversity & Human Rights	2
Manual Handling	6
Safeguarding	4
Dementia	3
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> • End of Life/Palliative Care • Dignity in Care, • Bereavement Awareness, • Oral Hygiene/Mouth Care, • Effective Communication Skills, • Assisted Eating & Drinking, • Fire Safety, Anxiety, • Emergency First Aid at Work. • Pressure Sore & Tissue Viability, • Diabetes Awareness, • Basic Life Support (BLS), • Continence Management, • Catheter & Stoma Care, • Promoting Independence, • Stroke Awareness, • Information Governance, • Violence against Women Domestic Abuse and Sexual Violence (VAWDASV), • GDPR/Data Protection • Future Generations Wales Act. • Personal Safety & Breakaway Techniques • MCA & DOLs, • Promoting Independence in Personal Care, • Enablement Tools & Techniques, • Alzheimer's & Parkinson's Awareness, • Connect 5 • Vanguard Training • Challenging Behaviour • Trusted Assessor & Key Handler Training. • Understanding Sensory Impairment, • Recording & Report Writing • Medicine Management • ILM Level 3, or 4
Contractual Arrangements	
No. of permanent staff	16
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)	13
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	15
No. of staff working toward required/recommended qualification	1