

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:	Bowmor Ltd	
The provider was registered on:	03/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebird Care Newport	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	03/01/2019
	Responsible Individual(s)	Raymond Morrison
	Manager(s)	Dean Jones
	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	Bluebird Care (Newport) provides all new staff with a 5 day Induction programme. This includes an introduction to the company and mandatory training. This training maps to the standards of the All Wales Induction Framework for Health and Social Care in addition to information relevant to home care provision. Mandatory training is refreshed annually as a minimum. Supervisions, probations, annual appraisals and themed team meetings identify areas for further coaching and mentoring.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have collaborated with Care Friends, in partnership with Skills for Care to reward staff. The idea behind Care Friends is to provide staff with an incentive for sharing job roles to empower the team to engage with like-minded individuals who have the right skills to join our team. It allows staff to accumulate points, which are then converted into a cash payment. Points are also awarded through recognition of performance, annual work anniversary and positive feedback from our customers.

Service Profile

Service Details

Name of Service	Bluebird Care Newport
Telephone Number	01633267708
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?	226
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.24
The maximum hourly rate payable during the last financial year?	56.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Governance and quality monitoring arrangements are in place to ensure openness and transparency throughout the service. Feed back is gathered regularly from customers, family members, staff and stakeholders via a number of different sources to ensure an ongoing approach to service improvement. During the last financial year, consultation was undertaken via:</p> <ul style="list-style-type: none"> • review meetings (held quarterly) to ensure the service remains responsive to the changing needs and requirements of customers; • face-to-face meetings between the RI and service users; • an annual customer satisfaction survey. <p>Customers and their families are also actively encouraged to review the service we provide. These reviews are published by Home care.co.uk and/or Google.</p> <p>Customers are provided with a copy of our complaints policy at the time of commencing a package of care. Results from customer surveys demonstrate that customers are aware of how to suggest improvements, and/or how to raise a complaint or concern.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	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>Customers are actively encouraged at every opportunity to give feedback relating to the service we provide. Customers have a voice and feel listened to. This is evidenced by direct feedback from customers, family members, commissioners and health care professionals. Care and support plans are person-centred and processes are in place to ensure that the quality of service delivery is monitored on an ongoing basis. Any amendments to care & support plans and specific outcomes are implemented promptly and communicated to staff and customers in real time via a mobile app. This ensures that customers and family members are able to participate in and monitor their care, promoting openness, transparency and reassurance.</p> <p>A review of staffing levels, training and qualifications demonstrates that there is a competent team in place that is well resourced to provide care and support in line with customer needs.</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>Bluebird Care Newport operates an open door policy to promote effective communication between management, office staff, care workers and customers. There are systems and processes in place to ensure that the views of customers and staff are captured routinely. Staff are encouraged to raise any concerns or report on progress of customers.</p> <p>Health needs and wellbeing goals are documented at the point of initial assessment and reviewed on an ongoing basis to ensure outcomes are being delivered in line with customer expectations.</p> <p>All staff use technology that allows them to capture information in real time about an individual and their progress towards desired outcomes. As well as being able to capture information that can be instantly reviewed by senior staff if there is any issues with an individual's ongoing health, development or wellbeing. This means the service can be responsive to a change in an individual's needs. Input additional support where required or contact the appropriate external people or services.</p> <p>Evidence gathered from customer reviews and surveys demonstrates that people value the approach taken to support our customers and helping them to maintain their independence.</p> <p>Feedback from all stakeholders is actively encouraged, captured and shared. This allows us to reflect on good practice or where improvements need to be made.</p> <p>Improvements are documented in our quality improvement plan which is regularly monitored and updated. This capturing of information from customers, families and stakeholders allows us to reflect on our current practices, make improvements where required which will assist our customers to maintain and or improve their ongoing health, development and wellbeing.</p> <p>Regular audit PDSA cycles are undertaken to maintain standards of quality and drive service improvement.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Governance arrangements are in place to support the safeguarding of vulnerable people.</p> <p>Feedback gathered from customers, family members and stakeholders provides evidence that customers feel protected from abuse and neglect.</p> <p>Training records show that staff are alert to potential safeguarding issues.</p> <p>New staff receive safeguarding training as part of their induction course.</p> <p>All staff receive safeguarding refresher training annually and a record is kept on file.</p> <p>Themed staff meetings conducted on a regular basis also include safeguarding scenarios for discussion as part of ongoing learning and development.</p> <p>Wales Safeguarding Procedures are followed as evidenced by information kept in an 'Accident/Incident' file.</p> <p>Staff have access to the Wales Safeguarding Procedures App via mobile phones provided by Bluebird Care (Newport).</p> <p>Safeguarding issues are reported in line with Newport City Council's policies and procedures via the online duty to report Adult at Risk form (via the Gwent-wide Adult Safeguarding Board) as well as a notification to CIW.</p>

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) 8

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	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 7 Health & Social Care Leadership & Management completed.
	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	
<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	

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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	20
No. of posts vacant	2
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	5
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	20
Safeguarding	20
Dementia	20
Positive Behaviour Management	0
Food Hygiene	20
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	20
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	8

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