

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:	Calon Lan Support Limited	
The provider was registered on:	20/05/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Calon Lan Support Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/05/2022
	Responsible Individual(s)	Nicola Sullivan
	Manager(s)	Nicola Sullivan
	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	We are committed to ensure all staff members are given the opportunity for development. All employees are trained in mandatory training within their induction period. This consists of face to face and e-learning. They are given the opportunity for further bespoke training throughout their employment identified through observations of practice, supervisions and care plan reviews. The RM is responsible for completing, maintaining and auditing training matrices for the organisation.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Registered Manager is responsible for recruitment. 100% of candidate selection was through social media and word of mouth. People supported are involved in the recruitment process by selecting interview questions and interviewing alongside the manager. The company has been successful in recruiting 100% of the staff team with retention being successful. Through staff feedback forms staff say they feel appreciated and recognised within the team.

Service Profile

Service Details

Name of Service	Calon Lan Support Limited
Telephone Number	07753409097
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Basic welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
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?	All service users were given a copy of the statement of purpose, service user guide and support agreement. Regular tenants meetings have been held with all tenants contributing. Feedback forms have been completed by service users, families and professionals. All people supported have been involved in their quarterly care plan reviews.

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>Feedback has been collected from all people supported and staff. People supported are involved in their care plan reviews where they set out goals for the forthcoming months.</p> <p>Staff members feedback forms state "I feel people are supported well and have a good quality of life"</p> <p>"they are always out and about and doing things and take part in a lot of things in the community"</p> <p>"I feel able to go to management if any concerns or worries"</p> <p>4 service users completed feedback forms one person said "family time is very important to me" and circled that she feels very happy with this.</p> <p>a second person said "it's perfect" and circled all excellent on quality standard chart</p> <p>another said "It's all good" and circled all top marks</p> <p>the fourth person circled all top marks</p> <p>All 4 people supported have had reviews since moving in with professionals and families involved. This has been captured on personal plans with future goals agreed</p> <p>All 4 service users personal planners have changed since moving in with new activities such as swimming, boxing gym included</p> <p>One person has changed day centre as she believed she had outgrown the other centre after being there for many years</p> <p>one person wanted more contact with her dad. This now happens twice weekly, every Friday and Sunday</p> <p>All 4 people supported have set goals for themselves for the next 3 months. Additional 1:1 support is given to each person to assist in this</p> <p>Active support around the house has increased significantly</p> <p>external Professional support has been requested from psychology and mental health services for support 2 people have requested.</p> <p>Families are heavily involved in the lives of people supported. 2 people visit families and have sleepovers on a weekly basis.</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>One person supported has been struggling with their sexuality and confided in staff that they have felt this way since the age of 2. Staff have supported them with this and a referral to Integral Autism Services and Psychology team have been sent.</p> <p>One person supported is struggling with differentiating between real life and fictional/ referral to psychology team and assessment complete.</p> <p>3 people have registered with the local GP</p> <p>3 people have visited the dentist in last 12 months</p> <p>all 4 people have visited opticians in last 12 months</p> <p>1 person has had bloods taken</p> <p>All 4 people have had COVID booster jabs</p> <p>Staff are flexible with their working patterns to allow manoeuvre for any activities people supported have such as Duke of Edinburgh activities, theatre, parties etc.</p> <p>People supported live busy and fulfilled lives with new activities being introduced. Evening activities such as social groups, badminton, swimming, boxing have allowed the people supported to make new relationships and friendships.</p> <p>All 4 people have developed active support skills which helps them feel responsible for running and maintaining their home</p> <p>All 4 people supported have gained good friendships within their home and regularly choose to do activities together such as gaming, movie night, pamper night and visiting the local pub</p> <p>When one young person moved in she was very reliant/dependent on her mum. She is now happy to speak to staff and take advice/support when needed.</p> <p>Key workers have been identified with people supported. Families have a point of contact to talk to on a regular basis for updates and limit the likelihood of concerns.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding referrals are made within 24 hours, local authority and family informed immediately. Post incident support is offered with regular opportunity to speak to staff.</p> <p>When asked in feedback form all 4 service users stated they felt safe</p> <p>Compliments have been received from family members to say they can now rest as they know their loved one is safe and protected with Calan Lan</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) 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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Inclusive leadership training for managers	
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
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.	QCF level 4 in leadership inclusive leadership training for managers recording and report writing supervision and appraisal training effective communication MCA & DOLS first Aid Autism & mental health awareness care planning
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	1
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	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	8
Health & Safety	7
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid medication infection control fire safety recording and reporting autism spectrum disorder/mental health awareness learning disability awareness
Contractual Arrangements	
No. of permanent staff	6
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	2
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)	4
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	6
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