

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:	Cambian Childcare Ltd	
The provider was registered on:	03/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Burfa House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	03/06/2019
	Responsible Individual(s)	Michael Ore
	Manager(s)	Tracy Cole
	Maximum number of places	3
	Service Conditions	There are no conditions associated to this service
	Hanter House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	03/06/2019
	Responsible Individual(s)	Michael Ore
	Manager(s)	Tracy Cole
Maximum number of places	4	
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	<p>Training</p> <p>Hanter house has a multi-layer approach to meeting the development and training needs of the staff team. All team members, on joining the organisation, complete an induction and probation period which tracks and assigns relevant development training to support each person to completion of diploma 3 level. This is delivered through a probation pack and enrolment on to Cambian's online Myrus training data base. As the RI I am able to monitor each team members completed training courses a</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Training</p> <p>Hanter house has a multi-layer approach to meeting the development and training needs of the staff team. All team members, on joining the organisation, complete an induction and probation period which tracks and assigns relevant development training to support each person to completion of diploma 3 level. This is delivered through a probation pack and enrolment on to Cambian's online Myrus training data base. As the RI I am able to monitor each team members completed training courses a</p>

Service Details

Name of Service	Burfa House
Telephone Number	01544260664
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	N/A

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ample outside and garden areas to front and rear of house co-located in a wooded area
Provide details of any other facilities to which the residents have access	None

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.	Burfa House is Temporarily Closed
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.	Burfa House is Temporarily Closed
The extent to which people feel safe and protected from abuse and neglect.	Burfa House is Temporarily Closed
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Burfa House is Temporarily Closed

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) 0

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	0
	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
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Burfa House is Temporarily closed

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	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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
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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	0
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

Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Burfa is Temporarily closed
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	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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
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	0
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
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Burfa is temporarily closed
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	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	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
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

Hanter House

Telephone Number	07876791927
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	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 weekly fee payable during the last financial year?	4347
The maximum weekly fee payable during the last financial year?	4947

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?	quality care report / stakeholders questionair MOMO with young p eople independent nyas contact with internal external stakeholder s all vistirs to the hone aregiveb a feedback form.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Hanter House is situated in its own grounds with surrounding garden areas and hard standing patio areas. It sits in the foot hills of Creighton. The home has access to wonderful woodland space all around the home and easy access to nature and country hill walks adjacent to the home. Within the home grounds the children have access to a herb garden area a hot tub area and a full outside activity set up for their personal use and recreation.
Provide details of any other facilities to which the residents have access	All local community leisure services including youth and library services. The home has access to all local and national trust Wales and national adventure and leisure parks.

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)	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.

All children voices are heard and their feelings and wishes are recorded through individual key worker sessions and our corporate MOMO App supporting their views and opinions in relation to their care planning and support. NYAS independently visit the home every month and engage and communicate with the children in the home. The Independent RI visits also engages and records engagement and dialogue with the children to ensure their care and support and needs are being met and triangulated via other external agencies involvement to assure the compliance of the with the children's care and opportunities are made available to them on an individual basis. The Home Manager with the home staff conducts weekly feedback sessions with the children.

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.

All children and staff follow and ensure that the individual care plans and education is in place, reviewed and any corrective actions are taken to support the children. All local primary and secondary care and wider children medical services are accessible and routine preventative medical checks are completed and recorded in the home. Social and behavioural development and providing individual skills for life for each child are provided and social community engagement and independence safety plans promoted to encourage and prepare the children for later life. Behaviour plans and risk management plans are reviewed daily in team handovers and updated accordingly to evaluate any triggers or new behaviours that could have a negative impact on the home and other children. Supportive and corrective action plans are put in place and all external and internal support services are engaged with to ensure a multi agency approach is taken if the need arises to support any child with deterring behaviours. Our MOMO app, NYAS monthly audits record and highlight if any children feel unsupported or not safe or well. Manager monthly audits and the homes weekly KPI data and recording supports the child's health and well being and the necessary support needed. The weekly review of the company's DYLOS system provides a wider MDT approach and evaluation of the homes ability and outcomes being achieved for the children in the home. These outcomes are monitored monthly by the Directors of the company. Our MDT and therapy clinical team monthly meetings also support the health and well being of the children and of their personal and intellectual developments.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home prides itself on the standard of care it provides for all children in the home and makes sure the voice of the child is heard through various checks and balances and on reviewing the wider Key Performance Indicators for the home. Risk Management Plans are constantly reviewed and the individual care plans for each child are monitored and assessed by the home manager. Our MOMO app and NYAS monthly reports assist with the assurance and/or indicators if any child feels unsafe or not protected. External agencies are accessed to support relevant training of staff such that they are up to date with any triggers or signs of abuse or neglect. The home has never been subjected to a case review or enquiry in relation to abuse, neglect or a child not feeling safe. Contrary to this the home has been applauded for its work supporting its children with trauma and the constant review of self reflection practice and awareness to the above. Our clinical teams, independent compliance teams and RI unannounced visits also support any identified risks. The home has always provided a structured and safe environment for its children and this is evident in the outcomes for the children who have gone on to express their feelings confidently and robustly how safe they are and the opportunities they have been given to achieve such confidence that they go on to further education, part time employment and to semi independence living. The ground work that the Manager and team gave provided this constant over many years has been evident and reported on inspection.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>The home provides personalised and individual rooms and individual sensory space and open space for children to relax and find time for themselves when needed. Individual support for each child is supported to ensure they achieve their own outcomes and space and time to achieve that is comfortable for them.</p> <p>Care plans are reviewed and monitored to ensure the children's individual goals and progress is being made.</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>14</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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Infection, prevention & control	14
Manual Handling	14
Safeguarding	14
Medicine management	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	14

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Training
 Hanter house has a multi-layer approach to meeting the development and training needs of the staff team. All team members, on joining the organisation, complete an induction and probation period which tracks and assigns relevant development training to support each person to completion of diploma 3 level. This is delivered through a probation pack and enrolment on to Cambian's on line Myrus training data base. As the RI I am able to monitor each team members completed training courses and with the home manager assign further service specific or personal development training.
 Mandatory training completion like first aid and safeguarding is also tracked through the home's KPI reporting which I have oversight of. Annual appraisals and monthly supervisions allow the home manager and myself to evaluate the current skills level of team members through their completion of Cambian's competency framework. Each team member has an individual development plan and we are able to assign a range of other training courses. These include face to face training in specific areas of practise, management and leadership training, Conferences and targeted specialist training and access to diploma qualification courses up to level 6 qualifications through Cambian's training department.

Recruitment
 Caretech and Cambian's children's services have developed their approach to recruitment during the last year in response to the challenging staffing environment that social care is experiencing.
 We have continued to recruit through our Cambian recruitment and onboarding team, with the home manager and myself coordinating the developing staffing needs of the home. The Cambian recruitment team place adverts and head hunt through various social media platforms and active applications are then sent to myself and the home manager for short listing. The home manager and senior team leaders are all safer recruitment trained and complete individual interviews with potential new employees.
 We have also developed and completed an international recruitment drive. Where we have targeted and recruited a number of qualified nursing staff from India and sponsored their immigration process. The overseas team members have gone through the ir home office immigration process as well as the same high level of safer care recruitment checks we complete with our domestic staffing. We have developed a bespoke training and development program, set out over the first year of their employment, culminating in completion of the diploma level 2.

Contractual Arrangements

No. of permanent staff	14
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)	14
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	14
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
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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	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.

Training

Hanter house has a multi-layer approach to meeting the development and training needs of the staff team. All team members, on joining the organisation, complete an induction and probation period which tracks and assigns relevant development training to support each person to completion of diploma 3 level. This is delivered through a probation pack and enrolment on to Cambian's on line Myrus training data base. As the RI I am able to monitor each team members completed training courses and with the home manager assign further service specific or personal development training.

Mandatory training completion like first aid and safe guarding is also tracked through the home's KPI reporting which I have oversight of. Annual appraisals and monthly supervisions allow the home manager and myself to evaluate the current skills level of team members through their completion of Cambian's competency framework. Each team member has an individual development plan and we are able to assign a range of other training courses. These include face to face training in specific areas of practise, management and leadership training, Conferences and targeted specialist training and access to diploma qualification courses up to level 6 qualifications through Cambian's training department.

Recruitment

Caretech and Cambian's children's services have developed their approach to recruitment during the last year in response to the challenging staffing environment that social care is experiencing.

We have continued to recruit through our Cambian recruitment and onboarding team, with the home manager and myself coordinating the developing staffing needs of the home. The Cambian recruitment team place adverts and head hunt through various social media platforms and active applications are then sent to myself and the home manager for short listing. The home manager and senior team leaders are all safer recruitment trained and complete individual interviews with potential new employees.

We have also developed and completed an international recruitment drive. Where we have targeted and recruited a number of qualified nursing staff from India and sponsored their immigration process. The overseas team members have gone through the their home office immigration process as well as the same high level of safer care recruitment checks we complete with our domestic staffing. We have developed a bespoke training and development program, set out over the first year of their employment, culminating in completion of the diploma level 2.

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
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No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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Other supervisory staff	
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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	
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No. of staff in post	3
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No. of posts vacant	0
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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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Training

Hanter house has a multi-layer approach to meeting the development and training needs of the staff team. All team members, on joining the organisation, complete an induction and probation period which tracks and assigns relevant development training to support each person to completion of diploma 3 level. This is delivered through a probation pack and enrolment on to Cambian's on line Myrus training data base. As the RI I am able to monitor each team members completed training courses and with the home manager assign further service specific or personal development training.

Mandatory training completion like first aid and safe guarding is also tracked through the home's KPI reporting which I have oversight of. Annual appraisals and monthly supervisions allow the home manager and myself to evaluate the current skills level of team members through their completion of Cambian's competency framework. Each team member has an individual development plan and we are able to assign a range of other training courses. These include face to face training in specific areas of practise, management and leadership training, Conferences and targeted specialist training and access to diploma qualification courses up to level 6 qualifications through Cambian's training department.

Recruitment

Caretech and Cambian's children's services have developed their approach to recruitment during the last year in response to the challenging staffing environment that social care is experiencing.

We have continued to recruit through our Cambian recruitment and onboarding team, with the home manager and myself coordinating the developing staffing needs of the home. The Cambian recruitment team place adverts and head hunt through various social media platforms and active applications are then sent to myself and the home manager for short listing. The home manager and senior team leaders are all safer recruitment trained and complete individual interviews with potential new employees.

We have also developed and completed an international recruitment drive. Where we have targeted and recruited a number of qualified nursing staff from India and sponsored their immigration process. The overseas team members have gone through the their home office immigration process as well as the same high level of safer care recruitment checks we complete with our domestic staffing. We have developed a bespoke training and development program, set out over the first year of their employment, culminating in completion of the diploma level 2.

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
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No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No