

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:	Cartref Ni Ltd	
The provider was registered on:	19/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cartref Ni Supported Living Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/10/2018
	Responsible Individual(s)	Neil Ryder
	Manager(s)	Tracy Peers
	Partnership Area	North Wales
	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>All staff have quarterly supervisions and annual appraisals. Information from these is combined with corporate information on Statutory and Mandatory training requirements along with any specific areas the Charity wants to focus on.</p> <p>This information is then compiled by the Learning and Development manager into a Training Needs Analysis and from which a Training Portfolio is produced.</p> <p>A database with compliance reports ensure staff undertake the required training within the dates required.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Cartref Ni advertise using web sites and social media. We have invested in a new web site which includes an online application process. This has significantly increased the number of completed applications received. Attended numerous job fairs. Prospective staff are interviewed by two managers and then undertake a second stage interview in the house where they would be working. Strong management support, various staff benefits and a long service award aid staff retention.</p>

Service Profile

Service Details

Name of Service	Cartref Ni Supported Living Service
Telephone Number	01745584527
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	We use Welsh and will work to facilitate any other languages where possible.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	67
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.83
The maximum hourly rate payable during the last financial year?	21.96

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	<p>Quality satisfaction questionnaires were sent to the people we support, as well as to family members, both in visual and word format.</p> <p>Visits carried out throughout the year to meet individuals supported made by the Trustee's, RI, Head of Operations and the Quality Assurance Manager, primarily to spend time with the people we support and glean their thoughts and opinions about us, how they feel about their lived experiences and support.</p> <p>People we support were involved in their staff recruitment via second stage interview process.</p> <p>We wouldn't appoint anyone if the Individuals aren't happy to do so.</p> <p>Service Managers visit people we support at least weekly, where they spend time chatting about their life and the support they receive. Individuals were involved in a pilot scheme about outcomes, and were instrumental in it's development following feedback.</p> <p>We held several events inviting all those we support to attend, facilitating a relaxed atmosphere to gain invaluable feedback.</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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
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.

Individual Support plans - are completed with the individual about important aspects of their support e.g., personal care, routines – these are reviewed every 3 months.

Prior to supporting individual's, meetings are held with them and/or those that know them well to find out 'what matters' to them and to start to get to know them and them us.

Time and consideration is given to check compatibility between potential new housemates in regards to support, prior to providing support.

Weekly schedules are completed with Individuals, to ensure that they receive the right support at the right time.

Flexibility of staff rota's enables individuals to plan their time as they wish.

Individual Service Delivery Plans this includes an introduction to the person, what's important to/for the Individual, essential information about the Individual, goals/outcomes set with the Individual about all aspects of their life.

Some use of the ForMi app – an electronic Person Centred Support tool

At least weekly, visits to houses by Service Managers/Assistant Managers

Board of Trustee, Senior manager, Quality Assurance and Compliance manager quality visits to houses. Feedback from these visits is kept.

House meetings – held within the houses. With Individuals and managers.

Quality Satisfaction Questionnaires with visual prompts, sent to all Individuals we support annually. Individuals complete independently where they can or with staff support.

Individuals are involved in our recruitment and selection processes, attending initial interviews at our office and 2nd stage interviews.

Cartref Ni holds regular social events and gatherings throughout the year, Easter Party, Summer BBQ, Summer Garden Competition and Christmas Party

Quotes from people we support -

'We talk it through together, me and staff they always sort out my problems' (Person we support)

'Understand my emotions, make food tailored for me' (Person we support)

'Everything lovely, kind, thoughtful, respectful, helpful staff with a smile on their face' (Person we support)

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.

Individual Support Plans – Completed with Individuals, detail how Individuals would like their daily support to be offered with all aspects of daily living.

Service Delivery Plan – Completed with Individuals, set goals/outcomes, things that the Individual would like to achieve, improve on, skills they wish to gain, qualifications they wish to work towards. Or a holiday they wish to take.

Cartref Ni builds and maintains positive relationships with external health and wellbeing professionals, Social Workers, Nurses, GP's, and other medical personnel. Individuals are supported when attending health appointments.

Individuals are encouraged to take positive risks, positive risks help us grow and develop, we have to be sure that the Individuals we support have the capacity to make such decisions about taking risks. Best Interests meeting would be held should there be any concerns with regards to and Individuals Mental Capacity in respect of making decisions.

Our Learning and Development programme includes, Diabetes training, Medication training, Mental Health training, Nutrition training, moving and positioning training, first aid training and areas such as Person-centred support training, Safeguarding training and Active support training.

We ensure we have a plentiful supply of the necessary PPE (Personal Protective Equipment) and that staff and the people we support practise positive hand hygiene and robust cleaning procedures are in place at all times.

Staff and those we support are encouraged to take up vaccinations such as COVID-19 and influenza. Individuals are helped to understand and prepare for medical procedures, with supporting information in Easy read format such as COVID, Going into hospital and MRI scan.

Self-advocacy – staff support and guide Individuals to self advocate in all areas of their lives. Some Individuals attend external 'Advocacy' groups we access Advocacy services when required. Individuals are supported to attend annual health checks with their GP practice.

Individuals Medication administration records are now completed electronically through the Care Control electronic care management system EMAR (Electronic Medication Administration Record)

Quotes from people we support -

'Sort out my health problems, yes always' (Person we support)

'I get looked after well, the manager comes to see me often and asks how I am' (Person we support)

'Help me, make me happy. Healthy eating' (Person we Support)

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

In order for people to feel safe and protected, Cartref Ni have various policies, procedures and practices in place that ensure that all Individuals feel safe and protected from abuse, at all times. These include, a safeguarding policy, whistleblowing policy, medication policy, missing persons procedure, reporting of incidents and accidents procedures and health and safety policy. All staff must comply with yearly enhanced DBS (Disclosure and Barring Service) checks which ensure that those employed are safe to work within Health and Social Care. All applicants and potential new staff take part in a robust recruitment process. Within their induction programme new staff complete a set of 'shadow shifts' with the person/people they will be supporting before starting to support independently. Within our new employee Induction programme, staff receive health and safety training. Positive Health and Safety practice runs as a thread through all of our training courses, such as First Aid, Moving and Handling, Medication and so on. Staff must complete Safeguarding refresher training every three years. We have a legal and we believe moral requirement, to report and record occasions of accidents, incidents and near misses. All accidents, incidents and near misses are reviewed regularly and share lessons learnt or determine themes. Regular manager visits to houses (at least weekly) to see individuals – all managers know Individuals well. Staff recruited specifically for the individual, staff members work within a team and therefore get to know the individuals well, and able to pick up subtle changes in mood/behaviour. Both generic and Individual/activity specific risk assessments are completed for Individuals as required as are PEEP's (Personal Emergency Evacuation Plan) Health and Safety is a standing agenda item within Management team and staff team meetings. Health and Safety and Safeguarding are also discussed within Manager/Staff member supervisions. We record Medication administration electronically. Staff can only access this part of the system by entering a secure personal PIN number, Quotes from Family members - 'I will die happier knowing my relative is in the care of an organisation that truly cares about him' (Family member of person we support) 'After 29 years, no complaints whatsoever, you keep getting better' (Family member of people we support)

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)	136
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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
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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
<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	6
Manual Handling	4
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Alcohol dependency. Working with adults with problematic use 1</p> <p>Appraisals and Performance Management (inc policy) 7</p> <p>AWIF refresh and new route to regist (Managers Assessment) 8</p> <p>BTEC People Handling skills TTT 5 day course 1</p> <p>Covid and the flu season - Team meeting with Manager 1</p> <p>Effective Supervision (including operationalising policy) 8</p> <p>End of life care DCC 1</p> <p>Housing Support Grant Outcomes Framework 21/2/23 4</p> <p>Housing Support Grant Outcomes Framework 28/2/2023 2</p> <p>How to support staff going through menopause? 1hr 11-12 mid 4</p> <p>More than Just words 2</p> <p>Peninsula how to manage an underperforming worker 1</p> <p>RASASC Sexual Violence Awareness training 1</p> <p>Resilience 12 week course 1</p> <p>Secondary Traumatic Stress And Vicarious Trauma 1</p> <p>Self harm Awareness 2</p> <p>Setting SMART Objectives 7</p> <p>Social Care Wales Responsible Individual Programme. 1</p> <p>Supporting staff through the menopause 3</p> <p>First Aid 6</p> <p>Fire Safety 3</p> <p>Infection Control 4</p> <p>Personal Safety 2</p> <p>Rec & Data 5</p> <p>MCA/DoLs 1</p> <p>Pers Cent Prac 1</p> <p>Epilepsy Buccal 1</p>
Contractual Arrangements	
No. of permanent staff	8
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)	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 Service Manager	8
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	4
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	3
Equality, Diversity & Human Rights	4
Manual Handling	1
Safeguarding	1
Dementia	4
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Appraisals and Performance Management (inc policy) 1 AWIF refresh and new route to regist (Managers Assessment) 2 Dementia VR experience 1 Effective Supervision (including operationalising policy) 1 EMAR Focus Group - Staff engagement event 1 Setting SMART Objectives 2 First Aid 2 Fire Safety 2 Infection Control 3 Medication 4 Personal Safety 1 Rec & Data 3 Oral Health 1 Pers Cent Prac 1
Contractual Arrangements	
No. of permanent staff	4

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)	2
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
Other supervisory staff	
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?	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	132
No. of posts vacant	16
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	21
Health & Safety	59
Equality, Diversity & Human Rights	81
Manual Handling	52
Safeguarding	88
Dementia	4
Positive Behaviour Management	0
Food Hygiene	56

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Conflict Resolution 2 First Aid 41 Fire Safety 53 Infection Control 48 Medication 110 Personal Safety 22 Rec & Data 70 Code of Prac 16 Communication 14 LD Awareness 17 Risk 26 MCA/DoLs 33 Oral Health 36 Pers Cent Prac 35 Health & Wellbeing 24 Epilepsy Buccal 21 Autism 18 continence 19 Mental Health 14 Nutrition 18 Pressure area care 18 Diabetes 18 Dysphagia Team Training 10 A basic understanding of depression 1 Alcohol dependency. Working with adults with problematic use 1 Appraisals and Performance Management (inc policy) 3 AWIF refresh and new route to regist (Managers Assessment) 2 BTEC People Handling skills TTT 5 day course 1 Covid and the flu season - Team meeting with Manager 30 Dementia Friends recruitment event 2 Dementia VR experience 3 Digital Inclusion Network How to stay safe on line 3 Effective Supervision (including operationalising policy) 2 EMAR Focus Group - Staff engagement event 9 Makaton Level 1 2 More than Just words 2 Pressure area care and tissue viability 16/1/2023 1 Schizophrenia awareness 3 Self harm Awareness 2 Sepsis 1 Setting SMART Objectives 3 Supporting people with a LD to have relationships 2 Supporting people with advanced dementia 1</p>
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Contractual Arrangements	
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No. of permanent staff	124
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	40
No. of part-time staff (17-34 hours per week)	81
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	100
No. of staff working towards the required/recommended qualification	32

Other types of staff	
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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.	Chief Executive (1) Head of Finance and Business Administration (1) Deputy Head of Finance and Business Administration (1) Quality Assurance Manager (1) Learning and Development Manager (1) Assistant Accountant (1) Administrator (2)
Filled and vacant posts	
No. of staff in post	8
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	3
Equality, Diversity & Human Rights	5
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Conflict Resolution 5</p> <p>First Aid 4</p> <p>Fire Safety 4</p> <p>Infection Control 1</p> <p>Infection Control Office 4</p> <p>Rec & Data 5</p> <p>Alcohol dependency. Working with adults with problematic use 1</p> <p>Appraisals and Performance Management (inc policy) 3</p> <p>AWIF refresh and new route to regist (Managers Assessment) 2</p> <p>Effective Supervision (including operationalising policy) 3</p> <p>EMAR Focus Group - Staff engagement event 1</p> <p>Secondary Traumatic Stress And Vicarious Trauma 1</p> <p>Setting SMART Objectives 1</p> <p>Alcohol dependency. Working with adults with problematic use 1</p> <p>Appraisals and Performance Management (inc policy) 4</p> <p>AWIF refresh and new route to regist (Managers Assessment) 3</p> <p>Covid and the flu season - Team meeting with Manager 1</p> <p>Effective Supervision (including operationalising policy) 4</p> <p>EMAR Focus Group - Staff engagement event 1</p> <p>More than Just words 1</p> <p>Peninsula how to manage an underperforming worker 1</p> <p>Secondary Traumatic Stress And Vicarious Trauma 1</p> <p>Setting SMART Objectives 1</p> <p>Social Care Wales Responsible Individual Programme. 1</p>
Contractual Arrangements	
No. of permanent staff	8

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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0