

# 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:	Clynfyw Community Interest Company	
The provider was registered on:	11/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Clynfyw CIC Domiciliary Care Agency	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/04/2019
	Responsible Individual(s)	James Lewis-Bowen
	Manager(s)	James Lewis-Bowen
	Partnership Area	West 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 are registered on the Social Care Wales Register. New staff follow the six day induction. PRP Training have been commissioned to support staff to achieve at least NVQ2/3 which they will achieve within three years.</p> <p>In addition all staff have their own training matrix, developed with them at 1/1 meetings with RM twice a year to review and plan the year ahead. This helps their bespoke training and personal development as well as to benefit Clynfyw participants/tenants as a whole.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We currently have 39 staff, back to where we were prior to lockdown. Over the last year we lost 8 staff, recruiting 12 new. We have found indeed a good way of recruiting staff, as well as people approaching us based on word of mouth recommendation and community based social media posts.</p> <p>We interview all staff, follow up with two references and DBS checks, and follow up with an induction, shadow shifts and trial period before offering a permanent post.</p>

## Service Profile

### Service Details

Name of Service	Clynfyw CIC Domiciliary Care Agency
Telephone Number	01239841236
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?	10
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.45
The maximum hourly rate payable during the last financial year?	18.45

### 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	0
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>We coordinated meetings with the people who use our services with their advocates, family and wider MDT, together writing the pen portrait and service delivery plan.</p> <p>Our Participant Coordinator, XX, organises monthly meetings with each person and household to ensure a continuing dialogue and consultation around our service and how we can improve.</p> <p>The Registered Manager and Cottage Supervisor meet most of the people we support informally on a daily basis eating together in the Clynyfw kitchen as part of the Day Service. This helps build a friendly bond which eases communication and, by getting to know each other well, it enables us to notice a change in mood, behaviour or temperament which can then be responded to speedily.</p> <p>We gather feedback through questionnaires, redesigning the service.</p> <p>Every two years we ask Pembrokeshire People First to audit our services. This provides a peer-led independent consultation which helps shape our service and ensures best practice.</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>Clynfyw CIC Domiciliary Care Agency is a small agency which focuses on supporting up to 10 people who have secure tenancies in shared cottages on Clynfyw Farm.</p> <p>Clynfyw CIC also runs a 'care farm' which is a day service running seven days a week on the farm to which each of the tenants attends as part of their weekly schedules. One of the tenants also goes to FRAME twice a week, another goes to HUTS twice a week and a third, goes to Value Independence once a week. We are very keen that Clynfyw does not become a 'disability ghetto' and we work hard to support people to expand their horizons and get away from the farm as much as possible to do other things. This includes evening activities such as going to the Gateway Clubs in Cardigan (Monday evenings), and Newcastle Emlyn (Wednesdays) a Thunderbolt's football in Fishguard (Tuesdays), and swimming. All of these choices have been made by the tenants through direct conversations with them, their family members, social workers and wider team. In on these conversations are me, the Registered manager, XX-cottage supervisor, XX-participant coordinator, and also with development workers working with each person.</p> <p>XX also manages monthly meetings with each household to review how things are going in terms of staffing levels, care plans, cleaning rotas, activities etc, to constantly tweak the services as people's needs and wants change. Through these meetings XX booked a holiday in Tenby, XX went to Quay West, and XX went to South Africa. (XX who also had a flying lesson in Haverford west but didn't like that very much.) XX has a love of 2CV cars, and is planning a holiday around visiting the 2CV museum near Sarrebourg in France. XX was supported to watch The Magic Flute on a trip to Cardiff. There is lots going on!</p> <p>Last year, though my cousin who runs the Copper Pot in Cardigan, we were able to support XX to secure a job potwashing. It was the first job he'd ever had and did a lot for his self esteem, which also inspired others to think about jobs themselves. As of 6.4.23 one tenant is waiting to hear back on his application to work in Aldi in Cardigan and he has also booked a series of driving lessons, something he never thought he could do himself.</p> <p>XX also heads up Clynfyw's learning centre which means we are able to offer ASDAN certified courses while enabling people to learn new skills further developing their independence.</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>Feedback in our questionnaires is positive in this regard. Mixing our service between cottage support and day services, the tenants choose their activities to keep them engaged, pushed and inspired for their all round physical/mental wellbeing and development.</p> <p>Clynfyw's seven day/week day service includes sessions charcoal making, growing, crafting, making worm compost, going riding at Havards Riding Centre in Dinas, working in the communal kitchen, a media group making films and newsletters, a walking group (as part of the Save the Teifi Dirty Rivers campaign), and much more...</p> <p>All of our projects are designed and developed through engagement with the people we support. They all have social aims-thinking of our wider community-and environmental benefits (we won the Queens Award for Enterprise-sustainable development-in 2021)-as well as focussing directly on the needs of each individual. In 2020 we asked Pembrokeshire People First to audit our services to ensure we are meeting the needs of the people we support, as well as ensuring they are fully engaged in the shaping of our services. We will engage them again in 2023/4.</p> <p>We also send out questionnaires annually to each person we support and their families to gain feedback on what we are doing and how we are doing it. During Lockdown we wrote a 'Lessons from Lockdown' which gathered information from everyone linked to Clynfyw. As a result of this we scaled back our day service so that we are now supporting fewer people, but are doing so in a better way, having more space and time to focus on individual development needs. We want to be small and good rather than very much bigger.</p> <p>As mentioned above, using the ASDAN Certification, XX is able to work with people to develop their own learning pathways to independence when they want to. We never make people get involved in things they are not happy to do, and all of these are specifically tailored to meet the need and speed of their learning.</p> <p>XX, as cottage supervisor, oversees the health needs and, as a small provider, she is able to get to know people well and help them build up a good relationship with local GPs, podiatrists and health practitioners...</p> <p>If you were to visit Clynfyw, you may not know who are the staff members and who are the people being supported. We work hard on this, normalising care and focussing on inclusion as much as we can so that learning and all round wellbeing and development is as accessible as possible.</p>

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

At Clynyfw CIC our focus is on maximising opportunity while minimising risk. We work hard to engage families and the wider MD T with each person's support and care package. This is not as easy as it was a few years ago due to the cutbacks in social care and fewer social workers and health professionals as there were, but we do our best.

As a small agency we are able to be flexible in our service provision and set up processes so we can listen to need and quickly act accordingly and we are able to get to know the people we support better than we could were we a large organisation.

XX, when he is running the house meetings, is able to ask about how people feel about the service in terms of safety and everything else. As an ex-advocate, XX is trained in listening to people and to focus upon individual needs. While no longer an 'independent advocate' the people we support know he is there to advocate for them and that what they say matters and is acted upon. They are able to have a say in which staff members they want to be supported by, and if concerns are raised they would be followed up on by me, the Registered Manager. This happened once, in 2015, when a relatively new staff member was heard to speak disrespectfully about one of the tenants and this was reported to me. Having spoken with, I spoke with the staff member and it was agreed that he should find employment elsewhere. He is now a glazier in Northumberland and we learned a lot about the value of probational periods for new employees and in depth induction about what we do and why we do it. All staff have enhanced DBS, references are checked and appropriate training is given. The people we support tell me they are happy, safe and don't want to live anywhere else.

With a very shallow management structure the people getting support are able to access the Registered Manager on an almost daily basis. By us all knowing each other well, we are able to pick up if something is wrong and to report to the appropriate channels.

Clynyfw Farm is a remote venue. We have security cameras outside the cottages. We have two staff members sleeping on site. We work hard to ensure security and that we know who is around at all times. Talking with the tenants, it is clear we have the right level of protection here. Talking with their families and MD T, we listen to feedback and would not hesitate in contacting Safeguarding should the need arise.

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)	30
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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	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	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
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 social care worker	1
No. of staff working towards the required/recommended qualification	1
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
<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	35
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	8
Health & Safety	12
Equality, Diversity & Human Rights	3
Manual Handling	4
Safeguarding	3
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	33
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)	14
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	13
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.	Finance and Administrator
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	

**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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

**Staff Qualifications**

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0