

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:	Coleridge Homes Ltd	
The provider was registered on:	12/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Coleridge Homes Ltd TA Home Instead	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/04/2019
	Responsible Individual(s)	Clive Cremin
	Manager(s)	Lisa Rosser
	Partnership Area	West Glamorgan
	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>We use our e-learning platform to record and monitor our training requirements.</p> <p>We employ a qualified teacher as our Training Officer, who keeps up-to-date with all training requirements, changes to legislation, S CW registration, and franchise standards. She also plans the yearly training cycle and manages any ad hoc training that is required.</p> <p>All training is delivered by our Training Officer, with the exception of Manual Handling, which is contracted out to a specialist training provider.</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 run a series of social media adverts across all of the major platforms. We also use paid advertisements on various employment websites. In addition to online adverts we also take part in career fairs and other engagement activities within our local community.</p> <p>To help retain our staff we have weekly, monthly, and quarterly Care Professionals awards. We run activities and provide treats for our Care Professionals on regular basis. We keep all staff engaged by holding paid quarterly meetings.</p>

Service Profile

Service Details

Name of Service	Coleridge Homes Ltd TA Home Instead
Telephone Number	01792 790890
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	N/A
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	177
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Fees Charged

The minimum hourly rate payable during the last financial year?	28
The maximum hourly rate payable during the last financial year?	32

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?	<p>During the past financial year we have completed the mandatory Service Reviews and Quality Assurance calls for all of our clients, inline with the current legislation.</p> <p>In addition to the legislated contact points we have also commissioned an anonymous PEAQ (Pursuing Excellence by Advancing Quality) survey of our clients. This is carried out by WorkBuzz, an independent research organisation, and is designed to measure client satisfaction.</p> <p>The PEAQ survey results are used to drive our future strategy, including the development of innovative services for clients and the best possible training programmes, tailored specifically to support our clients.</p> <p>We also have regular contact with all of our clients by phone, and have hosted pamper days, memory cafes, and other events to help with our engagement with them.</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.

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.

As the Responsible Individual for the Home Instead Swansea service I actively encourage regular feedback and open communication between our service and our clients. It is vital to the quality of care that is being delivered and therefore the experience and support received that our clients (and their families or advocates, if appropriate) can express their needs and requirements safely in the knowledge that they will be listened to and acted upon whenever possible. In a recent survey 100% of our clients agreed that our office team are responsive to any issue or queries they have, with 83% stating that they strongly agree.

At Home Instead Swansea we believe that our clients should be actively engaged in the provision of their service and strive to accommodate their preferences wherever possible. Some examples of these preferences are the type of person that they find easiest to connect with, and the Care Professionals hobbies and interests.

We use the information that has been gathered during the initial assessments to match the client with a suitable Care Professional who has common interests and meets their individual preferences. We then create the personal plan which the Care Professional will read before being introduced to their new client by person who completed the initial assessment. We update the personal plan within the first 7 days and will continue to do so as we start to build a relationship with the individual.

Every personal plan is set out to achieve a set of desired outcomes, which are determined by the client's choices. Once the desired outcome has been achieved it is reviewed and depending on the client's preference it will either continue or be replaced with a new outcome.

Finally, we strive to promote every opportunity that will enable us to improve our client's independence and, or, quality of life. This is often achieved by contacting third parties and putting arrangements in place at the request of our clients on their behalf.

<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>Our Personal Plans provide the foundation for a holistic care package, and as such place the client's health, development, and well-being at the centre of our service. By recording the little details and encouraging our client's and their families to actively participate in the creation of their Personal Plan and the outcomes that they wish to achieve, we are empowering them, and providing support in a way which best suits the individual and their personal objectives.</p> <p>We pride ourselves in supporting our clients to live as independently as possible, encouraging positive risk taking in a safe environment, to ensure both well-being and personal development. By adopting a "support, rather than complete" approach (where appropriate) we have received praise for enabling our clients to maintain their dignity and be more receptive to receiving the care and support that they require.</p> <p>Whilst we offer a service called companionship, we believe it transcends beyond that. Each companionship visit is unique to the client, their personal interests, and needs. Any activities undertaken are based around the outcomes desired by the client and ensuring that they get maximum enjoyment and benefit from them. By carefully matching our staff and clients we can offer the best possible engagement and enjoyment for everyone involved.</p> <p>Our Care Professionals value each client they visit, to the point where they will go above and beyond to help where possible. It cannot be underestimated how big a difference this makes, and the positive impact that it can have on someone's well-being and development. This sort of additional support takes place in many ways including setting up video calls with friends and family members during COVID restrictions, fixing problems with services within the client's home such as broadband connection problems, cooking additional meals to cover the days where no visits take place. We also ensure that any special occasions such as birthdays and other significant events are acknowledged with personal cards and contact.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Home Instead Swansea is committed to ensuring that clients are safe from harm and are cared for to the highest standard in the safety of their own home. Home Instead Swansea does this by ensuring the welfare of the client is always paramount and all clients, without exception, have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality, marital status, gender reassignment etc. Clients and their families are informed of our policy and procedures during the initial visit and at other times when appropriate and certainly upon request. Home Instead Swansea Safeguarding policy is always available to anyone with an interest in our services. Any concerns or allegations of abuse are taken seriously and responded to appropriately in a professional, caring, and transparent way so that the individual and, or, their family are kept up to date with the investigation details and what steps are being taken to ensure the safety of the individual during the investigation process, whilst cooperating with any external body.</p> <p>Our Care Professionals have training on safeguarding and are encouraged to download the NHS safeguarding app resource for healthcare professionals, carers to increase their awareness and understanding of safeguarding. Higher level training will be provided to other employees as appropriate. Care Professionals also have access to the Home Instead Safeguarding policy within their employee handbook.</p> <p>We have a commitment to safe recruitment, selection, and vetting, and will ensure that all employees undertaking regulated activities are subject to an Enhanced DBS Check, including a check against the adults barred list, along with registration through Social Care Wales. We are committed to ensuring that the views and wishes of the clients should guide how they are supported. Support and protection are based on consent, there is a crucial balance to be struck between autonomy and protection, and clients are supported with strategies to keep themselves safe in their own home.</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) 27

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 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 1

Equality, Diversity & Human Rights 1

Manual Handling 1

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. Care plan refresher training, GDPR training, best in terests training, managing long term sickness training.

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	2
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
Manual Handling	0
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.	GDPR training
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
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	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	0
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR x 2 Train the trainer courses in basic life support, manual handling, medication, dementia, and end of life care x 1 Medication Training x 2 End of Life Training x 1 QCF L4 x 2
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
<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)	1

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	2
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	66
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	68
Health & Safety	68
Equality, Diversity & Human Rights	68
Manual Handling	54
Safeguarding	68
Dementia	23
Positive Behaviour Management	68
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF 2/3 x 10 End of Life training x 14 Catheter training x 6
Contractual Arrangements	
No. of permanent staff	69
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	62
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)	30
No. of part-time staff (16 hours or under per week)	38

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	50
No. of staff working towards the required/recommended qualification	19
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.	<p>General Manager - Oversees the entire service ensuring that all compliance and standards are met.</p> <p>Marketing Manager - Creates and follows marketing plan for the Service. Creates and maintains relationships with referral partners. Promotes the service by setting up and engaging in community activities.</p> <p>Finance Officer - Completes payroll and company accounts.</p> <p>Administrator/Recruiter - Maintains all client and Care Professional files, updates databases, and any other admin functions required. Sifts job applications, conducts interviews, and processes candidate applications.</p>
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	3
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR x 4 SCW Registration x 3
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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0