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:	Crwban Care and Support Ltd
The provider was registered on:	24/10/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Crwban Care and Support Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/10/2022
	Responsible Individual(s)	Jazmin Dicker
	Manager(s)	Sian Perez
	Partnership Area	Cwm Taf Morgannwg
	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	As we are a new company all of our training has been implemented from scratch. We have identified an online training provider and implemented this form of training after the initial trial period we were happy with. We have created our own unique induction which is provided to each employee prior to the starting work and have a training matrix to identify and track what training has been completed and what is yet to be done.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment of staff has been very positive. We set up our company in Treforest as we know it is in the vicinity of a university campus which a lot of student nurses attend. We have had successful applications and have had no issue with the recruitment or retention side of our business. Retention is very positive and we feel this is a result of the close contact we have with staff, support they receive and our responsive approach.

Service Profile

Service Details

Name of Service	Crwban Care and Support Ltd

Telephone Number	07437019817
What is/are the main language(s) through which your service is provided?	English Medium with some billingual 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?	2

Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	20

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?	Regular service reviews and quality assurance visits with both service users and their care teams in line with our Quality Assurance Matrix.

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.	Feeling Heard: individuals believe their opinions, preferences, and concerns are actively listened to and taken into account. We create an environment where people feel comfortable expressing themselves and where their perspectives are respected. This can be achieved through effective communication channels, such as open dialogues, feedback mechanisms, and regular consultations. We actively seek and value input from individuals we serve and are more likely to create a sense of being heard for them. Choice about Care and Support: Individuals are able to make decisions and have control over various aspects of one's life. This includes choices related to healthcare, support services, daily routines, and personal goals. Offering a range of options and tailoring services to meet individual needs and preferences promotes autonomy and a person-centered approach. We provide accessible information, support in decision-making processes, and promote shared decision-making between individuals, their families, and professionals which we believe are essential components in ensuring choice. Opportunities: We offer a range of possibilities for personal growth, development, and participation. It involves recognizing and supporting people's abilities, strengths, and aspirations. Opportunities can take various forms, such as education and training programs, employment prospects, social and recreational activities, and engagement in community life. Ensuring equal access to opportunities, removing barriers, and addressing systemic inequalities are important considerations in promoting inclusivity and enabling individuals to thrive. Overall, the extent to which people feel their voices are heard, have choice about their care and support, and have opportunities made available to them greatly impacts their overall well-being and quality of life. We believe it is essential to foster a culture of respect, active listening, and collaboration among all stakeholders involved, including individuals, service providers, policy makers, and communities. By prioritizing these factors, we can work towards creating a society that values and empowers all its members.
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.	The extent to which people are happy and supported to maintain their ongoing health, development, and overall wellbeing can vary significantly based on various factors such as access to resources, social support, cultural norms among other things. Healthcare Systems: We ensure individuals have access to quality healthcare which is crucial for maintaining ongoing health and wellbeing. We ensure the individuals care team are keep updated and keep in close contact with all professionals necessary. Social Support Networks: The presence of supportive relationships, such as family, friends, and communities, plays a vital role in individuals' happiness and wellbeing. Strong social connections can provide emotional support, encouragement, and a sense of belonging. People who have reliable support networks often experience better mental health and overall satisfaction with their lives. We encourage individuals to stay connected with family and friends and enable them to keep healthy relationships going and socialise as much as possible. Education and Skill Development: Access to education and opportunities for skill development are essential for personal growth and development. Education equips people with knowledge, skills, and opportunities for personal and professional advancement, enhancing their overall happiness and life satisfaction. We arrange for volunteering opportunities and look at what new skills sets individuals can look into and learn. We are also offering the Duke of Edinburugh Award to individuals which include committing to learning new skills, exercising and volunteering for set hours at a time, activities which are all proven to increase overall wellbeing.

The extent to which people feel safe and protected from abuse and neglect.	Personal Safety: Personal safety encompasses an individual's sense of physical and psychological security. People generally feel safe when they are free from threats of harm, violence, or abuse. Factors that influence personal safety include the presence or absence of crime and the overall stability of the community they are in. We ensure individuals feel safe in their own homes and encourage them to speak to members of staff if they ever feel otherwise or have any concerns. Prior to moving into the supported accommodation individuals, their family and care teams are invited to have a look around the property and asked if there are any safety measures they would like us to make to ensure they feel comfortable. Relationships and Social Support: The quality of relationships and social support systems also contributes to people's feelings of safety and protection. Strong social connections, such as family, friends, and community networks, can provide emotional support, assistance during challenging times, and a sense of belonging. Having reliable and caring staff around can help create a supportive environment and mitigate the risk of abuse or neglect. We have an open door policy and staff are all familiar with our whistle blowing policy. Any allegations would be investigated straight away in line with our policy. Education and Awareness: Awareness and education regarding abuse and neglect are important in fostering a culture of safety and protection. Ensuring staff and individuals are educated about their rights, recognizing abusive behaviors, and providing information on available resources and support services can empower people to protect themselves and others. It also helps create a society that is intolerant of abuse and neglect, fostering an environment where victims are more likely to come forward and seek help.

> 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)	2

> 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?	No
	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?	No
	Senior social care workers providing direct care	

Does your service structure include roles of this type?	No

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	12
No. of posts vacant	2

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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	0
Positive Behaviour Management	2
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Learning Disability Awareness Mental Health Awareness Epilepsy Awareness

Contractual Arrangements

No. of permanent staff	12
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	10

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)	6
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	2
No. of staff working towards the required/recommended qualification	4

		Does your service structure include any additional role types other than those already listed?	No