

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:	Crystal Care Solutions	
The provider was registered on:	02/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ewenny View	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	02/04/2019
	Responsible Individual(s)	James O'Leary
	Manager(s)	Michelle Crowther
	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	The home was vacant for a period of time during this reporting period and became operational in November 2022. All staff received training and development opportunities that equipped them with the skills required to meet the physical, emotional and developmental needs of the young people accommodated in the home.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The home was vacant for a period of time during this reporting period and became operational in November 2022. Processes such as 'HIG chats' have been undertaken to support staff retention. As part of this process all new staff member's are consulted with by our HR team within a month of their employment. This enables staff to share any positive or negative experiences to someone away from the home and their manager.

Service Profile

Service Details

Name of Service	Ewenny View
Telephone Number	01352349792
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum weekly fee payable during the last financial year?	4620.00
The maximum weekly fee payable during the last financial year?	4620.00

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>An independent inspection has taken place each month, as part of this process staff, children and external bodies have been consulted. This feedback has been considered to develop the operation of the service and to maintain a high level of care provided.</p> <p>RI visits have taken place during this reporting period. As part of this process staff and children have been consulted regarding the operations of the service.</p> <p>Monthly consultation processes have been undertaken with the children.</p> <p>Service Manager supervisions of the Homes Manager have included site visits, staff and children have been consulted regarding the operations of the service during this time.</p> <p>Quality Assurance feedback forms have been circulated with external bodies, to obtain their views about the service and level of care being provided. This feedback is then reviewed and the necessary action is taken where required.</p>

Service Environment

How many bedrooms at the service are single rooms?	8
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?	2
Provide details of any outside space to which the residents have access	<p>There is a carpark to the front of the property providing ample space for staff vehicles.</p> <p>To the rear of the home there is a spacious garden area.</p>
Provide details of any other facilities to which the residents have access	<p>There is an allocated games room within the home. This provides a separate space to the communal lounge where children can utilise the homes air hockey table, or simply relax and listen to music/interact on the homes games console.</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.

The home has been operational since November 22 and during this reporting period there have been two children in placement .

The children in placement have engaged in monthly house meetings whereby they have had an opportunity to express their views to the care and support they receive. Requests made by the children in these forums have been actioned. For example - a air hockey table and boxing equipment has been purchased for the home.

The children have been formally consulted on a monthly basis to the care they receive. One child requested to attend a local gym, this was then arranged and supported.

The children have been consulted with prior to any upcoming statutory reviews being held. This process has helped the children to raise any questions within such reviews, ensuring their voice is heard and they have input into the care provided. Staff have advocated for the children during these meetings, progression has specifically been made for one child with contact arrangements and unsupervised time in the community.

Monthly quality assurance inspection visits have taken place during this reporting period. As part of this process the children have been consulted whereby feedback and any actions within these reports have been addressed by the manager and staff team.

Responsible Individual visits have taken place during this reporting period. As part of this process the RI has consulted the children, taking into account their views and wishes. Any actions have then been provided to the manager and staff team, and they have been addressed.

Children in placement have been offered the opportunity to access our commissioned advocacy service - NWAA, North Wales Advice and Advocacy.

During this reporting period, the children have reported they are generally happy in placement, they feel valued and their voices are heard.

<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>It is evident the service provided to the children is meeting their holistic needs and they feel happy in placement. This is reinforced via positive monthly quality assurance inspection reports, internal consultation and via RI visits to the home.</p> <p>Both children in placement have educational provisions in place. These are off-site and local to the home, therefore this has been a positive factor to their placements. One child has transitioned into a local high school, and another child is being supported to sit their exams.</p> <p>The locality of the home enables children to have contact with their family members. One child has progressed to having overnight contact with their family member and this has gone well.</p> <p>A reduction in risks has enabled children to progress to having more 'free time' within the community.</p> <p>The children in placement have been provided with a wide range of activities and clubs of interest have been identified to support their social development. One child has been supported to attend local boxing classes and to enrol at a local gym.</p> <p>The children have been formally consulted on a monthly basis to the care they receive. Feedback has generally been positive and a good indication they feel happy and supported in placement.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>During this reporting period, children have been placed in line with the homes statement of purpose. A robust and comprehensive impact/matching risk assessment has been completed to determine the suitability of placements. As part of this process, the child's individualised needs are taken into account where it was determined these can be met. This process includes taking into account any known risks and to determine children can be kept safe and protected from harm.</p> <p>Monthly quality assurance inspection visits have taken place during this reporting period. As part of this process the safety of the children is paramount, the monthly reports are positive in this respect and confirm children are well cared for and kept safe from harm.</p> <p>A location risk assessment has been undertaken within the home. This assessment determines the home is in a suitable location within a low risk area and takes into account the suitability of children based on their known risks.</p> <p>Children in placement have expressed via consultation processes that they feel safe and they understand how to raise concerns and make a complaint.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

During this reporting period, children placed have been done so in line with the homes statement of purpose. A robust and comprehensive impact/matching risk assessment has been completed to determine the suitability of placement.

As part of this process, the child's individualised needs are taken into account and whether these can be met. It is evident the service provided best supports their wellbeing and achievement to meeting their personal outcomes. For example:

The locality of the home enables children to have contact with their family members.

The locality of the home enables children to maintain the school provisions.

Children in placement are suitably matched to a multi-bed environment.

Both children in placement have educational provisions in place. These are off-site and local to the home, therefore this has been a positive factor to their placements. One child has transitioned into a local high school, and another child is being supported to sit their exams.

The locality of the home enables children to have contact with their family members. One child has progressed to having overnight contact with their family member and this has gone well.

A reduction in risks has enabled children to progress to having more 'free time' within the community.

The children in placement have been provided with a wide range of activities and clubs of interest have been identified to support their social development. One child has been supported to attend local boxing classes and to enrol at a local gym.

The children have been formally consulted on a monthly basis to the care they receive. Feedback has generally been positive and a good indication they feel happy and supported in placement.

Providers assessments have been completed for the children in placement, these assessments determine the children are receiving support catered for their individual needs.

Each child has an individualised personal plan, these plans evidence positive progression to their personal outcomes.

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)	13
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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

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	1
Positive Behaviour Management	1
Food Hygiene	1
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?	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

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision and appraisal 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	2
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?	No
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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?	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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision and appraisal training
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Typical shift patterns in operation for employed staff	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	The shift pattern rotates on a '2 on 4' off pattern. On average 2 staff members worked on shift during this reporting period.
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	2
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	5
No. of posts vacant	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Infection, prevention & control	5
Manual Handling	5
Safeguarding	5
Medicine management	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	5
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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Staff work a '2 on 4off' shift pattern. On average there were 2 staff on shift each day during this reporting period.

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

4

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