

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:	Cynhenid Care LTD	
The provider was registered on:	25/03/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Nantyr View	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	25/03/2021
	Responsible Individual(s)	Lona Jones
	Manager(s)	Lona Jones
	Maximum number of places	1
	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	Staff complete ongoing online training as and when allocated Staff complete required face to face mandatory training Staff Supervisions and Appraisals detail training required to meet the needs of the young person in placement. Monthly staff Meeting will discuss any additional training required for staff Any changes to the needs of the young person, training relating to the need has been authorised and taken place by external providers.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The retention of staff staff has remained the same. We have not received any staff resignations during this period We have developed staff internally who is now the Home Manager and a new staff member has joined the team as a team leader.

Service Profile

Service Details

Name of Service	Nantyr View
Telephone Number	07747112381
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 have a staff member that is of the Egyptian heritage working at the home who has good English Language. The registered manager and responsible individual is Welsh (first language) 2 staff members are Welsh (first language)

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum weekly fee payable during the last financial year?	9250.00
The maximum weekly fee payable during the last financial year?	9250.00

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?	6 weekly we have a placement planning meeting to discuss the current care needs for the young person. The young person with support will complete a questionnaire setting out areas of the care plan in order to share the young person's wishes and feelings. These are discussed in the meeting and shared with the young person's social worker to ensure open and transparency. The young person was spoken to about any staff changes happening in the home. The young person was also spoken to about the new staff member joining the team ensuring that the young person was comfortable with the decisions and changes. A full transition was given to the staff and young person to ensure a positive transition within the home.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is an enclosed stoned patio area and a garden to the rear of the property.
Provide details of any other facilities to which the residents have access	The home is close to local amenities and open parkland. The Large town of Wrexham is only a 10-minute drive from the home and Chester City Centre 28 minutes (19.3 miles) via the A483 there are also bus stops within walking distance of the home. The train station at Ruabon is a 5-minute drive from the home (1.9 miles). You can find various activities to do in the nearby town such as shopping, leisure centre, youth clubs, sports clubs, and parks. Throughout the year there are numerous events such as the festivals, Christmas market, half marathons, the big cheese, being just a few examples. Further afield we have the Larger cities of Liverpool and Manchester. Alternatively, the lovely Welsh coastline is within an hour's traveling time.

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 continues to benefit from an experienced and knowledgeable Registered Manager who also has a team of experienced and knowledgeable staff members. The staff team is consistent and they demonstrate a wide variety of personalities and individual qualities to offer the young person in their care. We continue to have a mix staff team of both males and females and from different cultural background. We have a Culture file which is placed in the porch area of the home which is accessible to all. The file consists of information about staff and the young person's cultures.

We as a home ensure regular statutory visits take place from his social worker and a personal advisor if age appropriate.

We support the young person in completing a consultation form quarterly which has been devised by myself to capture the young person's wishes and feelings around the care plan i.e Contact, Education, Activities, Health, Care. We encourage the Young Person to take part in meetings in respect of the care and support provided whilst living at the home. Placement Planning Meetings (TAC) are being conducted every six weeks and minutes of the meeting are completed and documents reviewed and updated.

The home conducts a Young person's meeting weekly which gives the opportunity for the young person to express thoughts and wishes and to discuss any concerns, likes, dislikes or requests, in addition to this the young person has the opportunity to discuss any of the above with the Link worker, staff member or the homes manager if the young person wishes to do so. During these meetings the upcoming week is discussed i.e. menu for the week and activities, how the young person feels the week has been, anything the young person is not happy with etc

It is paramount that a young person's wishes and feelings are heard and listened to. We ensure that young people are given the opportunity to be involved with their personal plan, however if this is something that they are not comfortable with due to revising behaviours and historical information which is understandable we share this with the social worker in order to capture their wishes and feelings in a different way. Staff are open and transparent with young person around their appointments, contact, education, décor of the home, décor of his bedroom and giving him choices around these.

<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>We continue to capture feedback from professionals and guardians in order to evaluate what is going well and not so well and to take onboard any recommendations / comments and implement required changes. The young person will also complete a feedback form around the care provided. This is in a child friendly format which is also shared with the social worker ensuring openness and transparency. The local police also continued to attend the home for a chat and a cup of tea with staff and the young person.</p> <p>We ensure that the young person is registered with all health professionals (doctors, dentist, opticians) and is encouraged and supported by staff to attend all health appointments in order to meet the young person's current health needs. We also support and encourage the young person to attend an annual check-up with a designated LAC nurse. The young person's health is then updated on his Personal Plan following any health appointments or any changes to diet / health or upcoming appointments. If additional health needs are developed / observed we ensure that these are looked into and the young person supported in ensuring that all relevant health needs are being taken seriously. If there are changes to a young person's health needs to ensure specific training is being sourced and undertaken by the staff team to ensure that we have the relevant knowledge and understanding around any specialist health needs/diagnoses.</p> <p>We at the home support the young person with new experiences such as going out for a meal to different establishments, participating in activities within the community which would support the young person's social development. We encourage and support the young person to participate in additional activities / tasks daily in order to support the young person's social development, build on self esteem and confidence.</p> <p>Staff team meetings are held on a monthly basis, these meetings ensure that the home continues to function consistently and that the young person is at the centre of our care. During this meeting we discuss the environment, health and safety, safeguarding, young person currently living at the home, training and development, risks, company updates and any other business.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home continues to be adequately staffed who provides very good standard of care to the young person who lives at the home. The home continues to benefit from an experienced and knowledgeable Registered Manager who also has a team of experienced and knowledgeable staff members.</p> <p>Each staff member have access to the All Wales Safeguarding Procedures and the home also has a safeguarding file which is accessible to all staff at the home which contains the safeguarding policies and procedures as well as a 'go to guide' for staff.</p> <p>Myself as the Manager of the home and Responsible Individual has completed Safer Recruitment Training and Designated Safeguarding Training. During this reporting period senior staff have completed Designated Safeguarding training and safer recruitment training. Staff members are also aware of the whistle blowing procedures. All current staff are confident and aware of how and when to raise a safeguarding concern.</p> <p>We ensure that an information form is completed on admission which is a missing person form that requires to be completed and sent to North Wales Police in order for them to be aware of any potential risks displayed by the young person.</p> <p>Following each incident the social worker is informed and the relevant reports is sent which is evidenced in the young person's files. I as the Registered Manager of the home ensures that the weekly report is also sent weekly. The social worker will also be given updates and any other relevant information regarding the young person as and when required.</p> <p>Robust impact risk assessment is completed at the point of referral ensuring the home could adequately manage the young person's individual needs.</p> <p>The young person receives positive consequences / praise and these are recorded daily in the positive praise book.</p> <p>The home's health and safety risk assessments are up to date and reviewed regularly. Weekly health and safety fire checks are completed to ensure there are no changes or new risks. If risks are identified, these are reported to the relevant person.</p> <p>Audits are taken place at the home monthly to evidence strengths and weaknesses of the home and actions are put in place to ensure that the home is functioning to the best of its ability.</p> <p>Staff have access to the Training Hub which is an online credited training hub which is reviewed and updated as and when required. Staff are also keeping up to date with any additional training that is assigned to them to meet the Young Person's needs.</p>

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

The home is a stone fronted property set within the small rural village in North Wales and is close to local amenities and open parkland. The Large town of Wrexham is only a 10-minute drive away from the home. The aim of the home is to provide a nurturing and homely environment whereby children may be safe to explore and confront their feelings, fears, and emotions with the support of an experienced team of residential childcare professionals. There is an enclosed rear garden and ample carparking opposite the house with parkland beyond.

We at the home specialise in working with boys between the ages 8-18, to provide stability, continuity of care which supports a sense of intrinsic worth whilst providing a planned and structured transition into adulthood.

There are extensive services in the local area, numerous Doctors, Dental surgeries, and opticians. There is also a hospital located in Wrexham. There are a good range of schools and colleges in the local area.

Any young person that is placed at the home received a young person welcome guide prior to admission where possible or sent to social worker prior to arriving at the home so that the young people can familiarise themselves with the home prior to arrival in order to support any possible anxieties that they may experience.

The home is adequately staffed who provides very good standard of care to the young person who lives at the home. The home benefits from an experienced and knowledgeable Registered Manager and RI who has also a team of experienced and knowledgeable staff members. The staff team are consistent and demonstrate a wide variety of personalities and individual qualities at the home. The home is staffed 24/7 with 2 staff caring and supporting the young person daily. 5 staff currently allocated to the home are qualified in QCF Level 3 Children and Young people and one residential support worker is currently working towards his QCF Level 3 Children and Young people. All staff at the home are registered with Social Care Wales.

Staff encourages and supports the young person to go out into the community to participate in different activities / situations in order to build on self-esteem, self-belief and self worth.

Regular meetings take place around the care required for the young person whilst living at the home ensuring that we continue to meet the current needs for the young person.

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) 6

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
<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	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Face to Face Autism 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	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?	No
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	3
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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Training ADHD Training Supervision Training Leadership and Management Level 1, 2 and 3 Designated Safeguarding Lead
Contractual Arrangements	
No. of permanent staff	3
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)	3
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.	Shift Pattern of 2 on 4 off 2 staff working in the home per day 2 staff sleeping in the home daily
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0
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	2
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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Training ADHD Bereavement Training Code of Conduct Reporting and Recording
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)	2
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	Shift Pattern at the home is based on a 2 on 4 off rota 2 staff members working in the home daily 2 staff members sleeping in the home daily
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
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
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Domestic staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Catering staff</p> </div>	
Does your service structure include roles of this type?	No
<div style="background-color: #e0e0e0; padding: 5px;"> <p>Other types of staff</p> </div>	
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.	A Home Manager for Nantyr View is responsible for working alongside and supporting the Registered Manager of the service for all aspects of the day-to-day operations within the care setting. The Home Manager is based 9-5 at the home and provide additional support to meet the needs of the young person living at the home. The Home Manager is qualified in Level 3 Children and Young People and currently working towards her Level 4/5 leadership and management.
<div style="border: 1px solid green; padding: 5px;"> <p>Filled and vacant posts</p> </div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Training Bereavement Training Knife Crime CSE Leadership and Management level 1, 2 and 3 Managing Investigations Effective Supervision
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0