

# 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:  | D&S Care Homes Ltd  |  |
| The provider was registered on:                         | 11/07/2018  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | D&S Care Homes Ltd - Ty Owrafan                             |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Childrens Home                                     |
|   | Approval Date   | 11/07/2018   |
|   | Responsible Individual(s)                                   | Tracy Ferguson                                     |
|   | Manager(s)  | Sarah Elliot                                       |
|   | Maximum number of places                                    | 3  |
|   | Service Conditions  | There are no conditions associated to this service |
|   | D&S Care Homes Ltd - Ty Nedd                                |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Childrens Home                                     |
|   | Approval Date   | 11/07/2018   |
|   | Responsible Individual(s)                                   | Tracy Ferguson                                     |
|   | Manager(s)  | Michelle Byrnes                                    |
|   | 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 | Staff training is reviewed constantly and is monitored to ensure compliance. Staff are good at completing their mandatory training within the timescales given and extra training is given as and when required.<br>Due to the pandemic, face-to-face training was difficult, although situations have improved and staff received face-to-face behaviour management training and PACE. Staff have requested further face-to-face training, county lines, drugs and alcohol which is being looked into. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | Recruitment of staff has posed to be difficult, after careful research, it appears that recruitment across the H & S care sector seems to be problematic not just within the company as it had been noted that people are leaving the care sector as a result of the pandemic. Management has prioritised staff retention, efficiently recruited and replaced staff as necessary, and explored other options and processes of recruitment to increase staffing levels.                                  |

## Service Profile

Service Details

|  |   |
|--|---|
| Name of Service  | D&S Care Homes Ltd - Ty Cwmafan   |
| Telephone Number   | 01639766354   |
| What is/are the main language(s) through which your service is provided? | English Medium  |
| Other languages used in the provision of the service                     | At present we have English but can provide a translator when necessary. |

Service Provision

People Supported

|  |   |
|--|---|
| How many people in total did the service provide care and support to during the last financial year? | 4 |
|--|---|

Fees Charged

|  |      |
|--|------|
| The minimum weekly fee payable during the last financial year? | 3300 |
| The maximum weekly fee payable during the last financial year? | 6300 |

Complaints

|  |   |
|--|---|
| What was the total number of formal complaints made during the last financial year?  | 2   |
| Number of active complaints outstanding  | 0   |
| Number of complaints upheld  | 2   |
| 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? | Through questionnaires, children's meetings, informal meetings with the RI, key working sessions, meeting with IRO and independent advocacy feedback from LA. |

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?                         | 0  |
| How many bathrooms have assisted bathing facilities?                       | 1  |
| 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    | We have a small back garden which the children can use, however, the home is situated within a rural village with great outside activities and facilities in the area including sports centres, a library, swimming, bowling, horse riding, cycling, cinemas and theatres. Also, worth noting is that some wider-ranging activities including sailing, water skiing, surfing, walking, cycling, and golf etc are also accessible through nearby towns. |
| Provide details of any other facilities to which the residents have access | The children have access to facilities in the area including sports centres, a library, swimming, bowling, horse riding, cycling, cinemas and theatres. Also, some wider-ranging activities including sailing, water skiing, surfing, walking, cycling, and golf etc are accessible through nearby towns.  |

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.   | Children are supported to take part in decisions on matters that affect them, appropriate to their understanding, and there are several ways that we do this, monthly meetings, Key Worker sessions, questionnaires and Personal Plans which are reviewed at regular intervals, reviewing of their PP, complaints system in place. House meetings are also held regularly where they can discuss a range of topics, including the running of the home.  |
| 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. | Children are encouraged to attend regular one-to-one sessions or meetings to discuss topics on health and wellbeing, education, social inclusion and independence building. These sessions can take place in a variety of ways e.g., within the home or as part of activities, CLA meetings, and house meetings and we have introduced a merit award to evidence the work completed.  |
| The extent to which people feel safe and protected from abuse and neglect.   | All staff, after a successful interview, have enhanced DBS checks and at least two verified references. New staff have a six-month probationary period and the company undertakes an annual appraisal. On successful completion of a 6-month probation period all staff are expected to commence the appropriate level of the QCF Health & Social (Children & Young People) qualification.<br><br>Our staff receive child protection/safeguarding training and how to report any concerns that arise. Staff have also installed the new CP app on their phone.<br><br>Children are offered to be part of the interview process for new staff and their feedback is given consideration. |
| The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.  | A wellbeing booklet is promoted for the children to complete with the outcomes that are important to them this is fed into their plans. The children are included in the process and the outcomes are monitored through our reviewing process and our outcome tracker.  |

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) | 15 |
|--|----|

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   | 20  |
|  | No. of posts vacant  | 1   |
|  | Training undertaken during the last financial year for this role type.<br><br>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  | 9   |
|  | Equality, Diversity & Human Rights   | 2   |
|  | Infection, prevention & control  | 3   |
|  | Manual Handling  | 4   |
|  | Safeguarding   | 16  |
|  | Medicine management  | 13  |
|  | Dementia   | 0   |
|  | Positive Behaviour Management  | 5   |
|  | Food Hygiene   | 10  |
|  | Please outline any additional training undertaken pertinent to this role which is not outlined above.  | Drugs and alcohol, County Lines, Autism, CSE, Self Harm, Suicide, fire safety, Health and Safety, Supervision and Appraisals, DOLS and Capacity, Well being in the workplace, Online Prevent, Participation, Depression, Mental Health, Drug Awareness, Personality Disorder, ADHA, Attachment Disorder, Sexual Harmful Behaviour, Epi Pen, LGBTQ+, confidentiality, duty of care, communication, report writing. |
|  | Contractual Arrangements   |   |
|  | No. of permanent staff   | 11  |
| 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                                      | 9  |   |
| 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)   | 10   |   |
| 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 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 | 1  |
| 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?   | No   |
| Other social care workers providing direct care   |  |
| Does your service structure include roles of this type?   | No   |
| 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?                              | Yes  |
| List the role title(s) and a brief description of the role responsibilities.  | Maintenance Officer. To maintain the home and complete repairs, complete legionaires inspections and update the home as and when needed. |
| <div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>   |  |
| 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  | 0   |
| Infection, prevention & control   | 1   |
| Manual Handling   | 1   |
| 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. | COSHH, working at heights, asbestos awareness, Legionella |

#### 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               | 1 |
| No. of staff working toward required/recommended qualification | 0 |

### Service Profile

#### Service Details

|  |                              |
|--|------------------------------|
| Name of Service  | D&S Care Homes Ltd - Ty Nedd |
| Telephone Number   | 01639633357                  |
| What is/are the main language(s) through which your service is provided? | English Medium               |
| 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? | 4 |
|--|---|

### Fees Charged

|  |      |
|--|------|
| The minimum weekly fee payable during the last financial year? | 3400 |
| The maximum weekly fee payable during the last financial year? | 6600 |

### Complaints

|  |  |
|--|--|
| What was the total number of formal complaints made during the last financial year?  | 3  |
| Number of active complaints outstanding  | 0  |
| Number of complaints upheld  | 3  |
| 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? | Questionnaires internal and external, children's meeting, RI meetings with staff, children, social workers, managers meetings, outside agencies. complaints service. |

### Service Environment

|  |   |
|--|---|
| How many bedrooms at the service are single rooms?                         | 4   |
| How many bedrooms at the service are shared rooms?                         | 0   |
| How many of the bedrooms have en-suite facilities?                         | 2   |
| How many bathrooms have assisted bathing facilities?                       | 1   |
| How many communal lounges at the service?                                  | 2   |
| How many dining rooms at the service?                                      | 1   |
| Provide details of any outside space to which the residents have access    | The home back garden which the children can use, however, the home is situated within a rural village with great outside activities and facilities in the area including sports centres, a library, swimming, bowling, horse riding, cycling, cinemas and theatres. Also, worth noting is that some wider-ranging activities including sailing, water skiing, surfing, walking, cycling, and golf etc are also accessible through nearby towns. |
| Provide details of any other facilities to which the residents have access | The children have access to facilities in the area including sports centres, a library, swimming, bowling, horse riding, cycling, cinemas and theatres. Also, some wider-ranging activities including sailing, water skiing, surfing, walking, cycling, and golf etc are accessible through nearby towns.   |

### 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>Children are supported to take part in decisions on matters that affect them, appropriate to their understanding, and there are several ways that we do this, monthly meetings, Key Worker sessions, questionnaires and Personal Plans which are reviewed at regular intervals, reviewing of their PP, complaints system in place. House meetings are also held regularly where they can discuss a range of topics, including the running of the home.</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>Children are encouraged to attend regular one-to-one sessions or meetings to discuss topics on health and wellbeing, education, social inclusion and independence building. These sessions can take place in a variety of ways e.g., within the home or as part of activities, CLA meetings, and house meetings and we have introduced a merit award to evidence the work completed.</p>  |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p>   | <p>All staff, after a successful interview, have enhanced DBS checks and at least two verified references. New staff have a six-month probationary period and the company undertakes an annual appraisal. On successful completion of a 6-month probation period all staff are expected to commence the appropriate level of the QCF Health &amp; Social (Children &amp; Young People) qualification.<br/>Our staff receive child protection/safeguarding training and how to report any concerns that arise. Staff have also installed the new CP app on their phone.<br/>Children are offered to be part of the interview process for new staff.</p> |
| <p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>  | <p>A well being booklet is promoted for the children to complete with the outcomes that are important to them this is fed into their plans. The children are included in the process and the outcomes are monitored through our reviewing process and our outcome tracker.</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) | 13 |
|--|----|

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 |
|            | <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  | 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   | 1   |
| Health & Safety   | 1   |
| Equality, Diversity & Human Rights  | 1   |
| Infection, prevention & control   | 1   |
| Manual Handling   | 0   |
| Safeguarding  | 1   |
| Medicine management   | 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.   | CSE, Fire safety, self harm, designated safeguarding officer, supervision and appraisals, risk assessments, DOLS, wellbeing in the workplace, online prevention, participation, mental health, autism, depression, grooming and sexual exploitation, personality disorder, ADHA, ASD. |
| 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?   | 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  | 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   | 1  |
| Health & Safety   | 1  |
| Equality, Diversity & Human Rights  | 1  |
| Infection, prevention & control   | 1  |
| Manual Handling   | 0  |
| Safeguarding  | 1  |
| Medicine management   | 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.   | CSE, safeguarding, autism, drugs and alcohol, county lines, personality disorder, autism, mental health. |
| 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  |
| <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)   | 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.

Senior worker 3 shifts are 12.20mins per shift and 3 days per week. Each shift begins at 7 am or 7 pm and finishes at 7.20 am or 7.20 pm  
 Rota:  
 Week one Mon day, Tues day, Wed night.  
 Week Two Wed day, Thurs day Fri night  
 Week Three Fri day, Sat day Sun day.

### 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

0

#### Other social care workers providing direct care

Does your service structure include roles of this type?

No

#### 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?

Yes

List the role title(s) and a brief description of the role responsibilities.

A care worker supports vulnerable people to manage their daily activities and to achieve positive outcomes.

Maintenance Officer- To coordinate/ carry out repairs, maintenance, improvement works and health and safety inspections in keeping people safe in a well-maintained environment.

### Filled and vacant posts

No. of staff in post

18

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

5

Health & Safety

13

Equality, Diversity & Human Rights

0

Infection, prevention & control

4

Manual Handling

2

Safeguarding

18

Medicine management

14

Dementia

0

|   |   |
|---|---|
| Positive Behaviour Management   | 13  |
| Food Hygiene  | 15  |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | CSE, self-harm, Suicide, Fire safety, 1st Aid, risk assessment, DOLS and mental capacity Act, Well being in the Workplace, online prevent, depression, mental health, autism, grooming and exploitation, drugs and alcohol, personality disorder. |
| Contractual Arrangements  |   |
| No. of permanent staff  | 13  |
| 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   | 5   |
| 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)  | 11  |
| 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  | 13  |
| No. of staff working toward required/recommended qualification  | 5   |