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:	Educate Care Ltd
The provider was registered on:	14/12/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Rivulet House

Service Type	Care Home Service
Type of Care	Childrens Home
Approval Date	14/12/2022
Responsible Individual(s)	David Norman
Manager(s)	Daniel Edward Squire
Maximum number of places	3
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	At Educate Care we understand that our induction programme is the first learning step for our staff team when they join our workforce. Our Induction is a structured process, with a personalised programme for each employee's professional development. A positive learning environment is instrumental to staff retention. Educate Care induction has been developed to help each practitioner understand the importance of their role in supporting children and young people.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	At Educate Care we understand that attracting the right people, with the right values, behaviours, and attitudes is vital. We believe we have a excellent understanding of the sector's needs and circumstances that underpin our recruitment planning process. This understanding allows us to be proactive and strategic, rather than reactive. Safer recruitment underpins Educate Care recruitment and retention processes.

Service Profile

Service Details

Name of Service	Rivulet House

Telephone Number	01978281881
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	English Medium Welsh bilingual elements

Service Provision

People Supported

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

Fees Charged

The minimum weekly fee payable during the last financial year?	2600
The maximum weekly fee payable during the last financial year?	7600

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?	Team Meetings Young Persons Forums Questionnaires Feedback Forms LAC Review (CLA) Visitors Book - compliments log Responsible Individual Visits Supervision /Appraisal

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?	0
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 availability of a garden area is a valuable asset as it offers a space for the children / young person to play safely and enjoy out door activities. The emphasis on providing space indicates an understanding of the importance of physical activity and freedom of movement for children's development. The garden area is to be designed with the intention of supporting the emotional well-being of the young person. By offering a safe and non-judgmental environment that encourages curiosity, the young person can explore and learn without fear. This approach recognises the importance of creating a nurturing atmosphere that promotes healing and growth. The inclusion of raised flower beds provides an opportunity for the young person to engage in gardening experiences. Gardening can be therapeutic and offers a sense of responsibility and accomplishment. It also connects individuals with nature, which can have a positive impact on their overall well-being.
Provide details of any other facilities to which the residents have access	The garage facility can serve as a safe space for children / young people to hang out and play outdoors is another great addition. This will allow them to design a designated area for recreational activities, promoting socialisation and active play. Lastly, the presence of a football net highlights the consideration given to providing exercise opportunities. Physical activity is important for both physical and mental well-being, and having a designated space for sports activities can contribute to a healthy lifestyle.

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.	We fully recognise the importance for children/young people to have their views, wishes and feelings listened to. We fully promote each child's/young people's right to say what they think should happen when adults are making decisions that affect them (in accordance with Article 12 of the United Nations Convention on the Rights of the Child).
	We encourage and help all children/young people in our care to express their views, wishes and feelings at the following forums.
	As a routine component of daily interactions, all staff ensure that children/young people are supported to express their feelings, views and wishes. All staff should actively listen and ensure that relevant suggestions, and wishes, are recorded, key worker sessions, daily logs, intervention debriefs and suggestion boxes. A child/young person has the right to make a complaint at any time during their placement with us (see complaints procedure). Staff should provide support and offer assistance to any child/young person that wishes to make a complaint. They should also be available to offer mediation and complaint resolution options as appropriate. The right to make a complaint after physical Intervention, incident, young person meeting, or weekly overview report.
	A Placement Plan is held for every child/young person within the Company and forms the basis of the care package provided. Gaining the feelings, views and wishes of the child/young person is an integral component in the development of an individual placement plan. Each Placement Plan should record the feelings, views, and wishes of the child/young person. Where there are decisions recorded that conflict with the child's/young person's wishes the reasons why should be recorded.
	Educate Care ensures that there is a regular forum for all residents of the home to meet formally as a group. The group meeting's purpose is to encourage children/young people to have their say on matters within the home. Children/young people should be actively encouraged to express their views and wishes and make suggestions for change or improvement. Any suggestions for changes or improvements to the home running by children/young people should be considered by care staff and Management, and feedback should be given on the outcome and reasons for it. The child/young person may access support, services, advocacy provision and any other support such as charitable organisation helplines (eg Child-line, NSPCC)

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 registered person at Educate Care ensures that, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE).

Educate Care staff team have the relevant skills and knowledge to be able to help children understand, and where necessary work to change negative behaviours in key areas of health and well-being such as, but not limited to, nutrition and healthy diet, exercise, mental health, sexual relationships, sexual health, contraception and use of legal highs, drugs, alcohol, and tobacco. Each child/young person has a Health Care Assessment soon after being placed and then at specified intervals. The health of looked-after children/young people is assessed at regular intervals and the child's/young person's care plan will include an individual health plan setting out the approach that the placing authority will follow, and the desired outcomes required to meet the child's/young person's health needs.

For children and young people with special educational needs and disabilities, staff will establish whether the child/young person has an EHCP. If the child/young person does, staff should take account of the health objectives it specifies. The specific responsibilities of Educate Care towards supporting the health and well-being of each child/young person are agreed with the placing authority and recorded in the child's/young person's placement plan. It is the joint responsibility of the registered person and the placing authority that this is agreed upon at the time of placement. Educate Care staff teams have a sufficient understanding of relevant health services, including the functions of the designated nurse for looked-after children in their area. They should support children to navigate these services, advocating on their behalf where necessary and appropriate.

Educate Care encourages children/young people to take a proactive role in looking after their day-to-day health and well-being. |
| The extent to which people feel safe and protected from abuse and neglect. | Educate Care is fully committed to the health and welfare of the children/young people in its care. To ensure immediate and appropriate responses to the issues of safeguarding and child protection. Educate Care has its own Safeguarding Children Procedures which are detailed in accordance with the statutory requirements of the Local Safeguarding Children Boards (LSCB) and the Social Services and Well-being (Wales) Act 2014. The Organisation follows the framework for managing allegations of abuse against people who work with children/young people as set out in Working Together to Safeguard Children.

Educate Care Safeguarding Children Procedures are available to all staff and form the framework for the reporting and investigation of all allegations. Staff knowledge and understanding of safeguarding policies and procedures are tested during supervision, probationary assessment, and training.

The designated person will liaise with the Local Authority Designated Officer (SPOA) and a summary of the incident will be sent to the appropriate authorities. A full incident report will be logged in accordance with the Children's Homes Regulations 2015 and The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017. All details will be recorded in the appropriate dedicated records.

All staff are responsible for ensuring that all incidents which present a potential risk of significant harm to a child/young person in our care are reported immediately to the designated person for safeguarding and child protection or to either of the two deputy designated persons. The designated person or one of the deputies will refer directly to the SPOA, Local Authority Children's social care, and the placing authority social worker, and this referral will be followed up in writing. The designated person, working together with SPOA, will also refer to the police as and when necessary. Reportable incidents include any incidents which are alleged to have occurred while the child/young person is away from home, at school or on home contact. |

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	Educate Care recognises that all children/young people deserve the opportunity to achieve their full potential. To achieve the best possible outcomes, children/young people need to feel valued, respected and understood and be supported by a network of reliable and appropriately affectionate relationships. If they are denied the opportunity and support, they need to achieve these outcomes children/young people are at an increased risk of an impoverished childhood where abuse will pose problems. Educate Care recognises that all children/young people have the right to freedom from abuse regardless of their age, gender, disability, culture, language, racial orientation, religious beliefs, or sexual orientation. All children/young people are also entitled to receive every opportunity to: • Achieve physical and emotional health and well-being; • Receive a high-quality education; • Live in a safe environment and be protected from harm; • feel respected, valued and supported by a network of reliable, positive relationships; • be supported in increasing their independence and coping with everyday living; • have a positive self-image and a secure sense of identity; • develop good interpersonal skills and confidence in social situations.

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)	9

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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model (TRM) PACE Team Teach Ligature Training AWIF to Management modulesFire Safety Training Adoption And Fostering Alcohol And Substance Misuse Attention Deficit Hyperactivity Disorder (ADHD) Autism Children's Homes Behaviours That Challenge Care Planning And Key Working Caring For Unaccompanied Asylum-Seeking Child Protection Child Sexual Exploitation (CSE) Children And Young People's National Participation Standards Children Who Experience Domestic Abuse Complaints And Allegations COSHH County Lines Children's Homes Eating Disorders Equality And Diversity Fire Safety Food Safety And Hygiene Foundation General Data Protection Regulation (GDPR) Office-Based Employee General Data Protection Regulation Health And Safety Helping Children Develop Emotional Intelligence And Empathy Children's Homes - Wales Infection Control Internet Safety And Cyberbullying Learning Disabilities Leaving Care Managing Actual And Potential Aggression Mental Health For Young People Radicalisation, Extremism, And The Prevent Duty Risk Assessment Risk Management And Safer Caring Safe Handling Of Medication Safeguarding Adults Level 1 Safeguarding Adults Level 2 Safeguarding Children Suicide And Self-Harm Awareness Working With Sexualised Behaviour Working With Traumatised Children

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

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
Infection, prevention & control	1
Manual Handling	1
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.	Trauma Recovery Model (TRM) PACE Team Teach Ligature TrainingFire Safety Training Adoption And Fostering Alcohol And Substance Misuse Attention Deficit Hyperactivity Disorder (ADHD) Autism Children's Homes Behaviours That Challenge Care Planning And Key Working Caring For Unaccompanied Asylum-Seeking Child Protection Child Sexual Exploitation (CSE) Children And Young People's National Participation Standards Children Who Experience Domestic Abuse Complaints And Allegations COSHH County Lines Children's Homes Eating Disorders Equality And Diversity Fire Safety Food Safety And Hygiene Foundation General Data Protection Regulation (GDPR) Office-Based Employee General Data Protection Regulation Health And Safety Helping Children Develop Emotional Intelligence And Empathy Children's Homes - Wales Infection Control Internet Safety And Cyberbullying Learning Disabilities Leaving Care Managing Actual And Potential Aggression Mental Health For Young People Radicalisation, Extremism, And The Prevent Duty Risk Assessment Risk Management And Safer Caring Safe Handling Of Medication Safeguarding Adults Level 1 Safeguarding Adults Level 2 Safeguarding Children Suicide And Self-Harm Awareness Working With Sexualised Behaviour Working With Traumatised Children

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?	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	0
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	0
Equality, Diversity & Human Rights	2
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model (TRM) PACE Ligature Training Team Teach Fire Safety Training

Contractual Arrangements

No. of permanent staff	0
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

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	0

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

> 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	1

> 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	0
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model (TRM) PACE Ligature Training Team Teach Fire Safety Training Adoption And Fostering Alcohol And Substance Misuse Attention Deficit Hyperactivity Disorder (ADHD) Autism Children's Homes Behaviours That Challenge Care Planning And Key Working Caring For Unaccompanied Asylum-Seeking Child Protection Child Sexual Exploitation (CSE) Children And Young People's National Participation Standards Children Who Experience Domestic Abuse Complaints And Allegations COSHH County Lines Children's Homes Eating Disorders Equality And Diversity Fire Safety Food Safety And Hygiene Foundation General Data Protection Regulation (GDPR) Office-Based Employee General Data Protection Regulation Health And Safety Helping Children Develop Emotional Intelligence And Empathy Children's Homes - Wales Infection Control Internet Safety And Cyberbullying Learning Disabilities Leaving Care Managing Actual And Potential Aggression Mental Health For Young People Radicalisation, Extremism, And The Prevent Duty Risk Assessment Risk Management And Safer Caring Safe Handling Of Medication Safeguarding Adults Level 1 Safeguarding Adults Level 2 Safeguarding Children Suicide And Self-Harm Awareness Working With Sexualised Behaviour Working With Traumatised Children

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

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 on a 2 days on 4 days off rota. 7.30 am till 11pm - one senior staff on each shift 11pm till 07.30am - Two staff Sleep in

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

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	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Adoption And Fostering Alcohol And Substance Misuse Attention Deficit Hyperactivity Disorder (ADHD) Autism Children's Homes Behaviours That Challenge Care Planning And Key Working Caring For Unaccompanied Asylum-Seeking Child Protection Child Sexual Exploitation (CSE) Children And Young People's National Participation Standards Children Who Experience Domestic Abuse Complaints And Allegations COSHH County Lines Children's Homes Eating Disorders Equality And Diversity Fire Safety Food Safety And Hygiene Foundation General Data Protection Regulation (GDPR) Office-Based Employee General Data Protection Regulation Health And Safety Helping Children Develop Emotional Intelligence And Empathy Children's Homes - Wales Infection Control Internet Safety And Cyberbullying Learning Disabilities Leaving Care Managing Actual And Potential Aggression Mental Health For Young People Radicalisation, Extremism, And The Prevent Duty Risk Assessment Risk Management And Safer Caring Safe Handling Of Medication Safeguarding Adults Level 1 Safeguarding Adults Level 2 Safeguarding Children Suicide And Self-Harm Awareness Working With Sexualised Behaviour Working With Traumatised Children

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	1

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 on a 2 days on 4 days off rota. 7.30 am till 11pm - Two staff on each shift 11pm till 07.30am - Two staff Sleep in

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	3

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