

# 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:	Gofal Bro Cyf	
The provider was registered on:	13/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gofal Bro Cyf	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/03/2019
	Responsible Individual(s)	Margaret Jones
	Manager(s)	Gwenan Billingham
	Partnership Area	North Wales
	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 a training needs analysis during supervision/appraisal and a training plan is drawn up to improve knowledge and skill. Staff complete mandatory training required and some specialised training, a matrix is kept and is updated as required. Training is delivered by in-house trainer, Redcrier and Cyngor Gwynedd. All new staff follow the Care Council Induction Framework, complete 5 workbooks, shadow an experienced worker until competent. Sufficient budget is set to deliver the above.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Gofal Bro wish to recruit staff who have skills, personal qualities to carry out duties in a professional, efficient and caring manner. We advertise vacancies on facebook, attend job fairs, pay above living wage with weekend enhancement, pay travelling time/expenses, offer flexible contracts to staff with children or wish to work evenings/weekends. We employ befrienders for those who do not wish to do caring duties. We believe in work-life balance and found this way has helped to retain staff.

## Service Profile

### Service Details

Name of Service	Gofal Bro Cyf
Telephone Number	01286671614
What is/are the main language(s) through which your service is provided?	Welsh Medium
Other languages used in the provision of the service	English

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	165
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### Fees Charged

The minimum hourly rate payable during the last financial year?	20.59
The maximum hourly rate payable during the last financial year?	22.45

### 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?	Home visits, questionnaires, social media

### 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.

Gofal Bro Cyf (Gofal Bro) works with people to assess their individual needs, identify what is important to them and identify what care and support they require to achieve their personal outcomes. We ensure people's personal plans are drafted in collaboration with the person receiving our services.

We recently adopted a new model of home care introduced by Cyngor Gwynedd, which aimed to ensure people received a more flexible service with the level, and nature, of the help and support provided tailored to meet the individual's specific wishes. The new model offers staff more autonomy to work in partnership with people rather than rigidly adhering to any predetermined expectations or routines. This allows staff to offer people a more flexible service.

We have now allocated our staff into small teams with each team covering a specific geographical area with the aim of providing a more personalised service. This arrangement limits the number of staff working with an individual at any one time, thus ensuring more consistency and continuity in service delivery.

Gofal Bro has a strong customer focus and we welcome feedback from people who receive our services, and their representatives, about all our services. We obtain feedback about our services through "ad hoc" visits to people's homes by the responsible individual and during meetings to review people's personal plans.

In addition, every 6 months we issue questionnaires to people receiving our services, their representatives and staff from the Social Services Department (SSD) and Local Health Board (LHB). We use the feedback from the questionnaires to inform practice and develop the services we provide. The feedback we received has been consistently positive.

We work closely with our colleagues in the SSD and LHB and our manager attends regular multi-agency meetings to review people's progress and reduce barriers to achieving best outcomes.

Gofal Bro is committed to fulfilling its obligations under the Welsh Language Act and we have signed up to make the Active Offer of a Welsh language service to everybody who receives our services. We are able to provide services, and key documentation, to people in Welsh.

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.

Our care staff are required to monitor people's health and welfare during each visit and use their skills and knowledge to identify whether a deterioration in a person's health or well-being, or any other issue, is preventing the person from achieving their personal outcomes. Care staff are also expected to identify when they need to seek help or advice from management or directly from other members of the Community Resource Team (CRT).

Our "main carer" system, whereby identified members of staff are delegated to work with a specific group of people each day, allows the people to establish a close relationship with their "main carer". This also allows the "main carer" to really get to know the person, their wishes and preferences and quickly identify any changes or deterioration in the person's health and welfare and ensure appropriate input from health or social work professionals is obtained promptly.

Gofal Bro enjoys a very good working relationship with local social workers and health care professionals. The manager is a member of the CRT, whose members include social workers and health care professionals. The team meets fortnightly to complete a review for people who are currently using our services, but where issues have been identified with meeting their care and support needs.

We complete reviews of the personal plans at least once every 3 months and these provide people, and where appropriate, their representatives with an opportunity to express their views about how their personal outcomes are being met. Reviews can also be arranged more frequently if there are any changes in people's circumstances and at the request of the person using our services.

We are aware that many older people are unable to venture out because of mobility or health issues. This can often result in people feeling lonely and isolated. Consequently, we created a new "Befriender" post, which is a paid role for staff who undertake a range of support services. These include providing companionship, somebody to sit and chat with people or be involved in an activity.

The responsible individual completes an audit of the service every quarter and a more detailed quality review every 6 months to assess, monitor and improve the quality and safety of the services provided for people.

The extent to which people feel safe and protected from abuse and neglect.

Gofal Bro has a robust staff recruitment procedure, this ensure s staff who are not suitable to work with vulnerable adults are n ot appointed.

Our staff receive training on Safeguarding Vulnerable Adults du ring their induction and is updated annually. The training cover s what is meant by abuse and neglect, the different types of ab use, how to identify possible signs of abuse and neglect and ho w staff must respond if they witness or suspect a person is bein g abused or neglected. We also have a Safeguarding Policy.

Gofal Bro has a Policy on Supporting Clients to Manage their M oney. The Policy is in place to safeguard people’s money and e nsure our staff are not subject to any false or malicious allegati ons. The Policy also makes it clear staff must only be involved i n handling money and shopping for people when this has been identified as a service to be provided in the Personal Plan and what records staff must maintain at people’s homes when they assume responsibility for handling money or shopping on their behalf.

The arrangements for Gofal Bro to provide help and support fo r people with their shopping are reviewed at least once every 3 months and the responsible individual regularly audits a sample of the records being maintained.

We provide training for staff during their induction in the safe h andling of medication; moving and handling and challenging be haviour. The training is updated at least once every three year s or more often if there are any changes to guidance or practic e. We also have policies and procedures in place to support th e training provided.

We complete medication competency assessments before staff assume any responsibility for helping and supporting people wit h their medication to ensure people receving our services recei ve the right medication, in the right dose, at the right time and v ia the right route.

We undertake generic risk assessments including risk assessm ents on: moving and handling people; helping and supporting p eople to have a bath or shower; helping and supporting people to use the toilet or commode; helping and supporting people to take their medication; food preparation, handling people’s mon ey and responding to challenging behaviour. We also complete additional risk assessments where there is a specific risk to an i ndividual.

We ensure our staff adhere to the control measures outlined in all the risk assessments thus ensuring people who use our serv ices are safe and free from abuse and neglect.

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)

37

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>	
<p>Filled and vacant posts</p>	
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
Manual Handling	1
Safeguarding	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.	Infection Control 1 Medication 1
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	

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>	
<p>Filled and vacant posts</p>	
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	2
Dementia	1
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stroke Awareness 1 Medicatin 2 BTEC Train The Trainer Manual Handling 1
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Senior social care workers providing direct care</p>	
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	4
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
Manual Handling	4
Safeguarding	3
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control 1 Medication 3

#### Contractual Arrangements

No. of permanent staff	4
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)	3
No. of part-time staff (17-34 hours per week)	1
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 social care worker	4
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
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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	32
No. of posts vacant	6
<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	9
Health & Safety	22
Equality, Diversity & Human Rights	9
Manual Handling	23
Safeguarding	17
Dementia	12
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Handling Violence And Aggression 18 Diabetes 4 Stroke Awareness 8 Mental Capacity 6 Enablement 4 Medication 26 Parkindon/MS/MD 3
Contractual Arrangements	
No. of permanent staff	32
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)	19
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	10
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.	2 Befrienders - Sit in services 3 Office Staff - Payroll, Invoices, Policies & Procedures, Health & Safety
Filled and vacant posts	
No. of staff in post	5
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
Manual Handling	0
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stroke Awareness 1
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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0