

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:	Harris Health LTD	
The provider was registered on:	18/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebird Care Caerphilly and Merthyr	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/04/2020
	Responsible Individual(s)	James Kutchera
	Manager(s)	Cerys Morgan
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Bluebird Care Pontypool and Ebbw Vale	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/12/2018
	Responsible Individual(s)	James Kutchera
	Manager(s)	Cerys Morgan
	Partnership Area	Gwent
	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	All new staff go through 4 days of face to face training. This is then backed up with eLearning. We maintain a training matrix and all training is updated in line with CIW regulations.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have used many avenues for recruitment including Indeed, Facebook, job centre and career fairs. With regards retention, our carers are the centre of our business. We have increased their pay rate to well above RLW, we also have weekly "thanks Thursday", coffee mornings and staff forums.

Service Profile

Service Details

Name of Service	Bluebird Care Caerphilly and Merthyr
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Telephone Number	01495366885
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.50
The maximum hourly rate payable during the last financial year?	31

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?	We carry out annual customer satisfaction surveys We have a 3 monthly review of care Our RM calls all customers monthly to see how things are going Out care staff report all concerns to the office to follow up

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>As part of our commitment to ensuring that people feel their voices are heard, we have established several feedback channels within our care organization. We conduct annual customer satisfaction surveys to gather feedback from individuals receiving care, their families, and caregivers. Additionally, we conduct 3-monthly reviews of care to proactively assess and address any concerns or needs that may arise. Our dedicated Registered Manager (RM) also plays a vital role in maintaining open communication by personally reaching out to all customers on a monthly basis to check on their well-being and gather feedback on their care experience. Furthermore, our care staff are encouraged to report any concerns they observe during their interactions with individuals to our office, which allows us to promptly follow up and address any issues raised. These robust feedback mechanisms enable us to continuously evaluate and improve our services, and ensure that the voices of those in our care are heard and valued.</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>As a dedicated care provider, we understand the importance of empowering individuals to have choice and control over their care and support. We are committed to promoting autonomy and respecting the preferences, values, and beliefs of those in our care. Our approach includes providing comprehensive information about the care options available, discussing the pros and cons of different choices, and supporting individuals in making informed decisions based on their unique needs and preferences. We also actively involve individuals and their families in care planning and decision-making processes, ensuring that their input is respected and incorporated into the care provided. Our care staff are trained to actively listen to individuals, understand their desires and goals, and work collaboratively to develop care plans that align with their preferences. We strive to promote a person-centred approach, where individuals are empowered to make choices about their care and support, and we work diligently to uphold their autonomy and dignity throughout their care journey.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As a reputable care provider, the safety and protection of the individuals in our care are of paramount importance. We have implemented comprehensive policies, procedures, and training programs to ensure that individuals feel safe and are protected from abuse and neglect. Our care staff undergo thorough screening, including background checks and reference checks, and are trained in safeguarding principles and practices. We have established robust protocols for identifying, reporting, and responding to any signs of abuse or neglect, and we maintain clear lines of communication with individuals, their families, and relevant authorities to address any concerns or incidents promptly and appropriately.</p> <p>We promote a culture of dignity, respect, and compassion, where all individuals are treated with kindness, fairness, and sensitivity. We actively promote and uphold the rights and autonomy of individuals, including their right to make choices, express their preferences, and be involved in their care and support. Our care staff are trained to recognize and respond to the unique needs and vulnerabilities of each individual, and we work diligently to create a safe and nurturing environment that fosters trust, openness, and accountability.</p> <p>Furthermore, we continuously monitor and review our practices to identify and address any potential risks or gaps in our safeguarding measures. We engage in regular audits and inspections to ensure compliance with relevant regulations and best practices, and we encourage feedback from individuals, their families, and other stakeholders to continually improve the safety and protection of those in our care. We are committed to maintaining a high standard of care and safeguarding, and we take any concerns or allegations of abuse or neglect seriously, responding promptly and taking appropriate action to ensure the well-being and safety of all individuals in our care.</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) 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	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	1
	Manual Handling	1
	Safeguarding	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.	The RM undergoes regular CPD 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?	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
Manual Handling	1
Safeguarding	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.	All staff have regular CPD 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 social care worker	1
No. of staff working towards the required/recommended qualification	0
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?	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	6
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	3
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Other types of staff	

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Bluebird Care Pontypool and Ebbw Vale
Telephone Number	01495366885
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	68
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	31

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?	We carry out annual customer satisfaction surveys We have a 3 monthly review of care Our RM calls all customers monthly to see how things are going Out care staff report all concerns to the office to follow up

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

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.

As part of our commitment to ensuring that people feel their voices are heard, we have established several feedback channels within our care organization. We conduct annual customer satisfaction surveys to gather feedback from individuals receiving care, their families, and caregivers. Additionally, we conduct 3-monthly reviews of care to proactively assess and address any concerns or needs that may arise. Our dedicated Registered Manager (RM) also plays a vital role in maintaining open communication by personally reaching out to all customers on a monthly basis to check on their well-being and gather feedback on their care experience. Furthermore, our care staff are encouraged to report any concerns they observe during their interactions with individuals to our office, which allows us to promptly follow up and address any issues raised. These robust feedback mechanisms enable us to continuously evaluate and improve our services, and ensure that the voices of those in our care are heard and valued.

James Kutchera

please write an answer to point 2 above from a good provider
As a dedicated care provider, we understand the importance of empowering individuals to have choice and control over their care and support. We are committed to promoting autonomy and respecting the preferences, values, and beliefs of those in our care. Our approach includes providing comprehensive information about the care options available, discussing the pros and cons of different choices, and supporting individuals in making informed decisions based on their unique needs and preferences. We also actively involve individuals and their families in care planning and decision-making processes, ensuring that their input is respected and incorporated into the care provided. Our care staff are trained to actively listen to individuals, understand their desires and goals, and work collaboratively to develop care plans that align with their preferences. We strive to promote a person-centered approach, where individuals are empowered to make choices about their care and support, and we work diligently to uphold their autonomy and dignity throughout their care journey.

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.

As a dedicated care provider, we understand the importance of empowering individuals to have choice and control over their care and support. We are committed to promoting autonomy and respecting the preferences, values, and beliefs of those in our care. Our approach includes providing comprehensive information about the care options available, discussing the pros and cons of different choices, and supporting individuals in making informed decisions based on their unique needs and preferences. We also actively involve individuals and their families in care planning and decision-making processes, ensuring that their input is respected and incorporated into the care provided. Our care staff are trained to actively listen to individuals, understand their desires and goals, and work collaboratively to develop care plans that align with their preferences. We strive to promote a person-centered approach, where individuals are empowered to make choices about their care and support, and we work diligently to uphold their autonomy and dignity throughout their care journey.

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

As a reputable care provider, we are committed to creating opportunities for individuals to live meaningful and fulfilling lives. We recognize the importance of enabling individuals to engage in activities that are of interest to them, participate in their community, and pursue their personal goals and aspirations. Our care plans are tailored to the unique needs and preferences of each individual, and we strive to provide access to a range of resources, services, and support that can enhance their quality of life. This may include facilitating participation in social, recreational, and educational activities, providing opportunities for skill development and learning, and connecting individuals with community programs and services. We work closely with individuals, their families, and our care staff to identify and create opportunities that align with their interests, capabilities, and aspirations, and we continuously review and adjust our services to ensure that opportunities for personal growth and engagement are made available to all individuals in our care.

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) 35

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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
Manual Handling	1	
Safeguarding	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.	Our RM undertakes regular CPD 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?	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	1

Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All our staff do regular CPD training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
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
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	1
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?	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	21
No. of posts vacant	10
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	15
Health & Safety	27
Equality, Diversity & Human Rights	29
Manual Handling	27
Safeguarding	27
Dementia	0
Positive Behaviour Management	0
Food Hygiene	27

Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff carry out annual training in line with CIW re qualifications
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	21
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	6
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.	Recruitment manager - overseas the recruitment process Administrator - Does day to day admin for the service
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	2
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	All staff undergo all necessary CPD training
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	0
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	2
No. of staff working toward required/recommended qualification	0