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:	HEDDFAN CARE LIMITED
The provider was registered on:	17/07/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Redlands	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	17/07/2019
	Responsible Individual(s)	Christine Keyse
	Manager(s)	William Williams
	Maximum number of places	7
	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	Redlands has a robust training programme in place for all employees which is monitored weekly - this provides face to face training and also E learning modules. all training is in line with mandatory requirements and in addition we provide bespoke training to support the staff with the diagnosis of the people we support and their needs - a training needs analysis is completed and reviewed and monitored, each staff member has an independent training record and also access to CPD applications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment and retention is a key area of continued focus - we have reviewed our pay strategy and we pay the RLW pay rates not the NLW, in addition we have reviewed our benefits portal and packages through engagement with staff to ensure that we offer effective benefits - in addition we conduct an annual staff survey and quarterly Your say forums to listen to our staff and provide evidence of "you said we did" turnover at Redlands is 0% and has remained low due to consistency and engagement.

Service Profile

Service Details

Name of Service	Redlands

Telephone Number	01633764788
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5

Fees Charged

The minimum weekly fee payable during the last financial year?	1191.22
The maximum weekly fee payable during the last financial year?	1614.02

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?	Every month the service engages with the people we support in a "Our Say" meeting, this could be 1-1 or group setting dependant on the individual - in this meeting the service is discussed and up dates provided, we listen to the people we support, they also have access to the RI and her quarterly Our Say meetings where they also get the opportunity to share with the board of directors any key discussion points. in addition we gather data and information through our resident survey and audits - this data is then collated and shared with "you said, we did" where we update what actions have been taken so feedback is provided. where individuals may lack capacity we engage with family or professionals and in addition review in the quarterly care plan reviews which take place at site - it is important to us to consult with the people who use our services

Service Environment

How many bedrooms at the service are single rooms?	7
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	4
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 people we support have access to a garden area which has a patio area, lawn area and also vegetable growing area - this can be accessed from the lounge and wraps around the house, the front of the property is a tarmacked area
Provide details of any other facilities to which the residents have access	within the service we have a small additional quiet seating space which can be utilised for meetings and also individual use, and also a pool table for communal usage

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	Yes

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.	We operate a person centred care support planning approach at Redlands, each person has a person centred care plan which they have been involved with to develop based on needs and also goals and outcomes. as part of this plan we develop the circle of friends and how the individual wishes to be supported. all support plans have been reviewed and quarterly care plan reviews are evidenced. each person we support has a dedicated key worker and they will complete monthly key worker meetings to discuss goals, outcomes, choices, wishes and also feedback for the service. in addition quarterly care plan reviews are conducted with each person we support, these then link to the annual reviews conducted. every month a resident meeting takes place and yearly satisfaction surveys are conducted also. there is evidence that each person we support has access to information on to report concerns or make complaints. monthly audits are evidenced which detail outcomes from this data and also actions taken. Redlands supports individuals to develop pathways and to choose their own individual pathway and has supported 1 individual to move on to their own home in supported living. 1 individual was also supported to seek and obtain employment.
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.	Redlands has an annual health needs tracker in place, and individual health action plans for each person we support. There is evidence that annual health checks are promoted and completed and that people are supported to maintain regular appointments. as part of the quarterly reviews conducted health is discussed which involves professionals so that we can discuss any change in needs or adaptations required. Annual satisfaction surveys are conducted to highlight any feedback. staff support individuals to look after their own wellbeing but also provide 24 hour to support to ensure that is always someone on hand to support. some of the people we support have additional commissioned 1-1 hours to support them to develop and enhance their social skills and community access. all documentation has been adapted based on the individual needs and can be further developed if required. We are currently implementing electronic records - care plans and this will increase oversight and outcomes working in line with the outcome star tools that the site uses.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding is a key area the service ensures is implemented - we have a robust safeguarding policy and easy read documentation for the people we support, we ensure all staff are trained in an e learning module and also face to face training on safeguarding adults and children, - the site training compliance is at 95% we encourage an open transparent safe workplace and home for the people we support. annual safeguarding audits are conducted and the Operations Director reviews safeguarding at every visit. the people we support are asked about safety and encouraged to report any concerns which are raised with external authorities in line with policy. medication is managed well and all staff are trained to administer medication to support and protect the people we support with a boots enhanced training module. out of hours regular checks are conducted to ensure that the service is safe and we complete various additional training modules with staff to support their knowledge and understanding.
The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.	The service provides a safe and secure environment in which regular checks are conducted to ensure that the site is compliant with H&S and fire regulations. annual checks are conducted by external contractors and weekly and monthly checks are conducted by the maintenance person whom supports the site. Quality walk arounds are conducted weekly which review the environment and also review if any needs have changed. individuals choose their bedrooms and are involved in all aspects of the decoration of the home and their own personalised bedroom. we provide additional space as quiet areas for the people we support and in addition a garden area where we grow our own vegetables and some fruits. This was something that the people we support requested. Changes to the service have been made environmentally with consultation of the people we support and this includes us installing WIFI which is currently being rolled out. Following our person centred care planning - we support individuals with outcomes and gaols and use the outcome star modules which showcase progress for the individual to see themselves .

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)	5

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	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber security, Dols, Data Protection, Fire, Autism, Competency assessments, manager induction, mental health awareness 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?	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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols, EFAW, Data protection, Fire safety, Cyber security, Life vac, Autism, Mental health awareness 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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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?	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	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols, Data Protection, Fire, Fire Marshall, Competency, EFAW, Life Vac, Mental health awareness, Epilepsy, Autism, Oliver mcgowen training

Contractual Arrangements

No. of permanent staff	10
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)	10
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.	the service has a rolling rota in place and provides support levels of 3 staff per day, staff work 8am-8pm and the service provides a sleep in member of staff whom sleeps from 11pm - 6am but is available. we are flexible with hours to meet the needs of the people we support and staff will flex hours to support people to access evening activities

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	0

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 person - responsible for ensuring the service is safe and well maintained in line with H&S regulations

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
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dols, Data Protection, Fire, Fires Marshall, H&S training for maintenance operatives, EFAW, Autism, Introduction to 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

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)	1
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