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:	Highbury Support Services LTD
The provider was registered on:	29/08/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	Highbury Support Services LTD	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/08/2018
	Responsible Individual(s)	Natalie Davies
	Manager(s)	Nicola Austerberry
	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	Training is identified through supervision, team meetings, Citizen feedback and role monitoring. Training is monitored electronically using Care Control software. The System identifies training that needs completing dependent on the supported Individuals needs and flags up any training that is due for renewal. Highbury Support Services employ three qualified trainers and have facilities and equipment to carry out training sessions and make use of electronic training where appropriate.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is discussed at a weekly HR meeting. The need to recruit is dependent on support hours provided to Citizens and staff turn over. Most recruitment is done by "word of mouth". A manager and a member of the admin team conduct interviews and discuss with other managers at managers meetings. Staff retention is supported by an open door policy. staff matching, regular team meetings, retention initiatives and team / individual reward systems.

Service Profile

Service Details

Name of Service	Highbury Support Services LTD

Telephone Number	01745886547
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Language and some Polish

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	43

Fees Charged

The minimum hourly rate payable during the last financial year?	19.98
The maximum hourly rate payable during the last financial year?	22.38

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Citizens are offered the formal opportunity to speak to about the support that they receive every week by a Senior Support Worker during What's Working / Not Working discussions. Every two months well being audits are completed by a manager where views are documented and actioned. Formal Citizen feedback is gained every 3 months and Citizens are able to voice their opinion of the staff that provide support to them. Formal Quality Assurance questionnaires are sent out and completed every 6 months, a report is then written and shared with Citizens.

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
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.	Highbury Support Services managers and senior support staff conduct well being audits. The information captured during audits is discussed by managers to ensure that individuals are heard and have full choice over their support. Managers contact individuals and discuss their support and their preferences on a monthly basis. This gives individuals the opportunity to discuss the support staff and their overall support. Views are collated and shared with the individuals permission with support staff. Highbury Support Service ensure that monthly well being events are held and that all individuals are invited. These events have included meals out, walking event and charity events. Families and advocates are consulted where appropriate on the support provided to individuals Interviews
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.	Highbury Support Services work closely with health and other professionals and have received much positive feedback from Health Professionals in respect of the support provided to individuals in keeping healthy and promoting wellbeing. The wellbeing of Individuals is captured in Well Being Audits. Individuals are supported to attend all heath appointments, annual health checks and live active, meaningful lifestyles.
The extent to which people feel safe and protected from abuse and neglect.	All staff are Safeguarding trained and trained in identifying any signs of abuse. There is a written policy and a flow chart around the safeguarding of people. Supported Individuals have expressed that they feel safe from abuse and neglect in recent quality assurance. There have been no concerns brought to Highbury Support Services attention resulting in a upheld safeguarding issue. All staff are aware of the whistle blowing policy and receive regular updates and reminders. Safe guarding is discussed during every supervision and team meeting. Supported Individuals are given information and in some cases are working towards safeguarding themselves through education on safety, security and their rights. Highbury Support Services managers conduct unannounced audits of support to ensure all support is documented and follows policy, guidance and regulation.

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)	80

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> 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	2
No. of posts vacant	0

Induction	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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 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	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.	

> 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?	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	11
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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Manual Handling	11
Safeguarding	11
Dementia	8
Positive Behaviour Management	11
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	11
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	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	10
No. of staff working towards the required/recommended qualification	1

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	79
No. of posts vacant	5

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	47
Health & Safety	79
Equality, Diversity & Human Rights	79
Manual Handling	79
Safeguarding	79

Dementia	16
Positive Behaviour Management	79
Food Hygiene	79
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	79
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	50

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)	55
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	7

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	29
No. of staff working towards the required/recommended qualification	39

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.	Administration staff Compile staff and Citizen time sheets Calculate wages and holiday pay

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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