

# 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:	Let Me Be Me Ltd.	
The provider was registered on:	11/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Let Me Be Me Ltd.	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/06/2018
	Responsible Individual(s)	Patricia Weeden
	Manager(s)	Kayleigh Wride
	Partnership Area	West 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	The Registered Manager keeps records of all staff and all their training, including when it was undertaken and when it is due to be repeated or refreshed. The Registered Manager has copies of all training certificates and keeps a training matrix for every employee providing care and support and monitors this on an ongoing basis. Staff training includes mandatory training and also any additional training needed in respect of individual Service Users with whom a staff member is working.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are a small organisation and have not needed to recruit any new staff during the last financial year. We greatly value our small, specialised staff team and work hard to foster a positive and open culture within the organisation, and to ensure that staff know how much they are valued. We strive to retain the excellent staff we have. Should we need to recruit additional staff, we would advertise online including on the We Care Wales platform and would vet applicants robustly.

## Service Profile

### Service Details

Name of Service	Let Me Be Me Ltd.
Telephone Number	07785232259
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Some of our staff can speak Welsh and we welcome Welsh speakers whether they are staff or Service Users. The predominant language we use is English at present because we do not have any Welsh speaking Service Users at present. Should staff or Service Users wish to communicate in Welsh, this would be supported by the Organisation as far as practicable.

## 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 hourly rate payable during the last financial year?

11.96

The maximum hourly rate payable during the last financial year?

21.71

### 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?

Our Responsible Individual holds quarterly Quality Assurance discussions / meetings with our Service Users and this includes observations of Service User non-verbal communications and ongoing monitoring by the Registered Manager on a daily basis.

### 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

Yes

List 'Other' forms of non-verbal communication used

Photographs and Objects of Reference are also used to aid communication and choice-making.

### 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>We take great pride in the fact that the people we provide with care and support DO feel that their voices are heard, that they DO have choice about their care and support, and that opportunities ARE made available to them.</p> <p>Our core business and specialism is the provision of care and support to people who have severe &amp; complex needs &amp; this may include people who are either completely non-verbal or who have communication difficulties. Clients may therefore communicate using a range of non-verbal communications such as body language, facial expressions, vocalisations, eye-pointing &amp; other behaviours. This is how our core client group express their "voice" over matters that affect them.</p> <p>Our staff are experienced, professionally-qualified &amp; highly-skilled, undertaking not only mandatory training but also specialist training, appropriate to the needs of the Service User(s) they support.</p> <p>Choices are offered using a variety of methods - the spoken word, Makaton sign language, photographs, picture cards or objects of reference - whatever works best for the Individual. Staff are then on alert to observe their non-verbal responses as stated above. Clients voices are listened to and their choices upheld.</p> <p>Where appropriate, staff may offer alternative choices but, equally, clients can show us that they just need a quiet day to relax &amp; their choices are always respected and upheld. Staff provide clear reassurance to Service Users who show us they need a quiet day &amp; it is clear that Service Users then relax and appreciate this reassurance.</p> <p>Every quarter, we hold Quality Assurance meetings with Service Users and, where appropriate, their representatives. This is a regular opportunity to discuss how they feel about our Service Delivery and any aspects they feel we could do better but our door is always open and we welcome feedback and discussions at any time.</p> <p>Service Users are offered a variety of indoor and outdoor activities appropriate to their Individual needs, their health and how they are feeling on any given day. Their choices are respected and upheld.</p> <p>Clients show us that they appreciate their voices being heard, the choices they have about their care and support and the opportunities made available to them by smiling, laughing, making eye contact, sometimes by happy intensive interactions with staff or, by contrast, showing us that they do not wish to do something or need a quiet day knowing their choice will be respected and upheld.</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>Our core client group show us they are happy through their behaviours. Clients may smile, laugh, make positive eye contact and engage in intensive interactions with staff to show us they are happy and well supported.</p> <p>Clients are supported to maintain their ongoing health, development and overall wellbeing by a variety of means including:</p> <ul style="list-style-type: none"> <li>Support with their medications</li> <li>Annual Health Checks from the G.P.</li> <li>Regular dental check ups</li> <li>Making and keeping their appointments with their GP, Nurse, Specialist Consultants and Therapists</li> <li>Eating well-balanced, nutritious meals that they enjoy</li> <li>Drinking plenty of fluids</li> <li>Taking exercise and having fresh air according to their Needs and abilities on the day</li> <li>Being offered a variety of activities to stimulate interest and enjoyment, whether indoors or outdoors, appropriate to their needs and preferences.</li> <li>Being supported to take an active part in their daily routines according to their needs and abilities, such as their personal care routines so that independence skills are not lost.</li> </ul> <p>And, not least, Service Users know they can rely upon staff who are kind, understanding and knowledgeable, qualified and very well trained, who stay in their jobs and who want to build up good, supportive, trusting, professional relationships.</p>

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

It is a vital part of our work that Service Users feel safe and protected from abuse and neglect.

We promote this by a variety of robust governance procedures, including:

Detailed daily record-keeping (which is shared daily with the Responsible Individual) which would show up anything untoward, raise the alarm and be investigated without delay;

Our ongoing monitoring and analysing of non-verbal behaviours so that anything unusual or any marked changes in behaviours would be flagged up straight away even in the case of clients who are completely non-verbal;

Quarterly private meetings with myself (as the Responsible Individual) to talk about any issues that they (or, if appropriate, their representative) may wish to raise;

Robust recruiting and vetting procedures for all new staff including the checking of previous references and any apparent gaps in employment;

Quarterly checking of the DBS online system to ensure nothing adverse has occurred involving any of our staff;

Well-monitored training programmes for our staff including Safe guarding and Whistleblowing and ensuring the awareness of all staff that they have a duty to report any actual or suspected abuse or neglect, otherwise they themselves would be implicated which may be grounds for dismissal;

All our staff must join and remain on the DBS Update Service so we can check every quarter that nothing adverse has come up;

We have a zero-tolerance approach to any abusive or neglectful act and to any incidence where staff demonstrate a lack of care or empathy towards any of our Clients. Again, this would be grounds for dismissal.

Audits of medication and cash are carried out every day at each shift handover so any over-use or loss of medication or money would quickly be apparent and investigated.

Service User behaviours show us what they may not be able to tell us - that they feel safe and protected. It is clear that they trust our staff and rely upon their sound judgement and guidance.

There are touching incidents of Service Users extending a hand to a staff member or pulling them close and smiling and make positive eye contact, which I interpret as a gesture of thanks and gratitude for the care and support provided. Feedback we receive from family members or Service User representatives also indicate that Clients are happy and feel safe.

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)

4

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
<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	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Fire Safety Epilepsy Infection Control Mental Capacity Deprivation of Liberty Safeguards Autism & Learning Disabilities Stress Management Effective Communication Autism - Sensory Processing
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
<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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Fire Safety in Health & Social Care Infection Control Manual Handling Assessment Challenging Behaviour Autism & Learning Disabilities Communicating Effectively Stress Training C.I.W. Inspections & Ratings D.B.S. Barring D.B.S. Eligibility Training Cyber Resilience Training for the Social Care Sect or in Wales Social Care Wales Health & Wellbeing Framework Launch Event
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
Other supervisory staff	
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
<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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Epilepsy Infection Control Positive Behaviour Support Awareness Autism & Learning Disabilities Effective Communication Stress Management
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
<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)	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	2

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	General Factotum providing general support to the Management Team, such as driving errands.
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	0
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.	None
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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0