

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:	Llesiant Delta Wellbeing	
The provider was registered on:	01/03/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Llesiant Delta Wellbeing CONNECT	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/03/2021
	Responsible Individual(s)	Samantha Watkins
	Manager(s)	Sarah Vaughan
	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	We have a training plan that starts with induction and continues throughout an individual's employment. It is reviewed annually to ensure it is fit for purpose. Staff have monthly supervision or wellbeing meetings where they can discuss any additional training needs. Training is also identified through team meetings, best practice reviews and customer feedback. Training is organised and its effectiveness is checked by our managers and training officers, through a specific question in the survey.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have evaluated job profiles which meets the needs of our regulated activities. Job adverts are placed on our website, social media & Carmarthenshire County Council's job pages. We have a set shortlisting and interview process undertaken by managers which results in the highest scoring candidate being offered a post. On offer right to work checks are completed including DBS and references before a start date and induction programme is planned. Staff turnover for 22/23 was 11.31%

Service Profile

Service Details

Name of Service	Llesiant Delta Wellbeing CONNECT
Telephone Number	03003332222
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	117
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.11
The maximum hourly rate payable during the last financial year?	27.11

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?	The RI undertakes regular reg 73 visits with service users & staff to consult on the way in which services are delivered. We also undertake annual surveys of customers, carers, stakeholders and staff. We've changed the way in which we undertake these surveys following learning from previous years with the aim of improving feedback. We're pleased to report that 97.9% of our customers described the professionalism, appearance and conduct of staff as good or excellent. when asked whether they felt the staff delivered their care and support with confidence, professionalism, dignity, and respect, 100% of respondents said yes. The feedback from our staff indicated that 75% of staff are satisfied in their role, 75% are happy with the level of training they receive, and nobody said that their workload was not manageable. As part of our professional stakeholder survey, we're proud to report that 100% of stakeholders reported the professionalism of our staff as being good or excellent.

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>Community Wellbeing Officers (CWO) will gather appropriate and accurate information on a customer's circumstances, applying a high degree of initiative for each case and to ensure signposting and referrals are made to appropriate services in line with the compliance and requirements of the Social Services Wellbeing Act and related best practice. CWOs will carry out the initial assessment to ensure that older and vulnerable individuals have a voice in how services are delivered to maximise their control over their own lives and ensure carers and their needs are clearly identified, they will ensure clients are offered an assessment of their own needs, and to signpost appropriately to services which can support them in this. Service users receive proactive call to ensure that their needs are being met and their voices are being heard. This is an opportunity to have a 'what matters' conversation to review the existing service delivery plans to prevent changes in needs, wishes of preferences from being missed. Before the first visit commences, Community Wellbeing Responders will visit the service users either in their own homes or in hospital settings to coproduce a person centred care and support plan which is signed and agreed by the service user. This plan gives us an overview of what matters to the individual, so that we have an understanding of their individual needs and are able to offer further support or assistance i.e. signposting or if appropriate escalating any concerns or issues back to the Information, Advice and Assistance team for them to triage e.g. make referrals, arrange reviews and monitor progress. These plans will embrace the current community-based provision in each locality as well as provide direct pathways to the specific interventions identified as specific triggers for this group e.g. loneliness, falls and carer stress. Surveys are given to individuals to complete before they are discharged from the Responder Service, as part of their detailed information pack. The team take time to sit with the customer to explain the contents of the pack to ensure customers understand the service and how this can benefit them so that they have enough information and time to make an informed decision about how their long term goals and can be met. Finally, the Responsible Individual carries out bi-monthly visits to hear the views and feedback from the service users. This feedback is valuable for further improvements and developments.</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>The wrap around support that we provide service users, helps us understand where each individual is at in terms of achieving their personal goals and also what further support – practically or emotionally, they may need to achieve their own goals independently once the service has been discharged. The hospital discharge service follows the same guidance and regulations under our regulated service but delivers support to vulnerable people by ensuring, where appropriate, people are supported to return home from hospital to await a full assessment with the correct level of care. Delta Wellbeing work in collaboration across health and social care through an Intermediate Multi-disciplinary Team which consists of Social Workers, Acute Response Team, GP's, Occupational Therapists, Physiotherapists and Reablement teams to ensure the patient receives a full wrap around package, tailored to their needs upon discharge. Our Bridging Service also supports when there has been a carer breakdown either from a family member or from another regulated provider who are unable to fulfil their care commitments often with very minimal notice. We see this aspect of our service as critical in maintaining the safety of the most vulnerable people within our communities when they are in crisis, this service is often utilised out of normal office hours. This early intervention will give vulnerable citizens the best possible chance of regaining their independence and becoming less reliant on long term statutory services if they are waiting in the community or hospital setting for a care and support package without the right levels of support in place. The principles of equality and mutual respect are key in order to convey a personal sense of identity and value, demonstrating that individuals can voice and be listened to.</p> <p>To actively support this, it is important to ensure the Service Users are involved in the personal care component of their personal service delivery plan to reflect how they wish to have their needs met in the event of an incident, establishing what their individual goals are to achieve a personal level of independence. This is reviewed frequently so that the Service delivery plan can be amended to reflect any changes.</p> <p>Where possible and with the agreement of the Service User, the family and/or representative will be involved to ensure relationships and good communication are maintained to support the ongoing health, development and wellbeing of individuals.</p>

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

In order to ensure that people remain safe in their own homes and protected from abuse and neglect we ensure that all staff as part of their induction receive robust safeguarding training. This includes ensuring that all staff understand their legal and professional responsibilities in relation to this and the core principles of safeguarding. This is then re-enforced as part of their regular supervision with any gaps in training quickly identified and addressed. All staff within the service have received safeguarding training within the last year. In addition to this staff have also undergone specific training in other areas where safeguarding would need to be considered such as mental health awareness, Dementia awareness & VAWDASV. In order to support staff when dealing with these types of situations we have also ensured all staff have attended a personal resilience training which focused on how staff can put in place their own coping strategies when faced with difficult or challenging situations.

Community responders and their managers understand where to report any safeguarding concerns and have built positive working relationships with the relevant safeguarding and social work teams. There are occasions where due to the emergency nature of our service staff enter a situation which can result in requiring emergency safeguarding intervention. When this happens the team know who to contact regardless of the time of day or night as they have direct access to the Information, Advice and Assistance service which is delivered by Delta Wellbeing. Any safeguarding concerns that are presented outside of normal office hours, then staff members will contact the duty officer for adult social care out of hours which is also managed and delivered by Delta Wellbeing.

There are robust protocols in place to follow safeguarding concerns with reporting lines that are very easy and straightforward, to avoid delay and ensure reporting of any safeguarding concerns is done quickly. Safeguarding is promoted and delivered to new staff at induction stage of the programme, which instils a level of awareness right at the beginning of employment with Delta Wellbeing. During the corporate induction, new members of staff will be given the opportunity to sit with the Information, Advice and Assistance team to gain an understanding of the protocols as well as the opportunity to observe advisors dealing with these types of concerns.

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)	36
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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
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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	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	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MSc in Innovation and Transformation Stress and Resilience Principles and Values
<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?	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	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	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	1
No. of Fixed term contracted staff	1
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	1
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
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	29
No. of posts vacant	3
<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	12
Health & Safety	29
Equality, Diversity & Human Rights	29
Manual Handling	12
Safeguarding	29
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Advanced first aid 3 day course. Stress and Resilience IOSH
Contractual Arrangements	
No. of permanent staff	7
No. of Fixed term contracted staff	22
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)	28
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	18
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?	No