

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:	Lynton Community Care Ltd	
The provider was registered on:	10/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lynton Community Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/04/2019
	Responsible Individual(s)	Kelly Jones
	Manager(s)	Joanne Blake
	Partnership Area	Cardiff and Vale
	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 arrangements that was in place for identifying, planning and meeting training needs, was completed through the following <ul style="list-style-type: none"> •Staff Supervision every 3 months, to identify new training development for that staff member •Reviewed our operational plan to ensure that all objectives are supported by appropriate training and development and within budget every 3 months •All individuals are reviewed 3 monthly to identify new training needs for staff •Requested was granted to staff for training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We retain our staff by ensuring that they have 3 monthly supervision on this can create a more supportive, caring and positive working environment, as it provides a space for regular communication with staff and management. All staff has an involvement with the care delivery of all individuals ensuring that they part of the team. If a vacancy has been identified, we will advertise the role and start our recruitment plan, which includes interviews, referencing, DBS checks and training.

Service Profile

Service Details

Name of Service	Lynton Community Care
Telephone Number	02920405678
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	120
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	22.00

Complaints

What was the total number of formal complaints made during the last financial year?	3
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?	As part of our quality assurance framework, we undertake regular daily review telephone calls, face to face visits to service users, their family and professionals alongside satisfaction questionnaires being sent. We involve the individuals and staff throughout the reviews to ensure that the management of services are developed effectively and that the service is run in the best interests of the individuals and guarantees as in-depth strategy of obtaining individuals views and opinions. Our quality assurance starts with the recruitment of the best staff possible and continues with a systematic and ongoing monitoring of their performance. Alongside our daily reviews, we will send out to individuals, NOK and professionals, quarterly questionnaires on how the service is being delivered, which is then incorporated into our Quality of Care Reports

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.

<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>Our service user quality assurance questionnaires were distributed to all service users for the reporting period. Completion of the QA is promoted to service users and to staff to encourage them to support the service users in completion. The feedback is essential for Lynton community Care Ltd to address any potential issues before they potentially escalate. The feedback is allowing the opportunity for service users, their family and advocates to voice their opinion on the level of service/support they are receiving,</p> <p>Our quality assurance framework demonstrates how we engage with our service users within the assessment stage, this framework allows the assessment stage to be person centred, supportive and allow a balance of provider and service user support.</p> <p>Files audits remain an important part of our quarterly assurance, the file audits are carried out by our management team and senior staff. The team will conduct the audits every 3 months and share the findings with manager and RI</p> <p>During the reporting period we received 48 responses from the services users. The focus of the questionnaire was what matters to them and how they are finding their own care package and how it is being delivered.</p> <p>Completion of the 48 responses were with the support if either family, friend, or a support worker. The questionnaires were based around social wellbeing in relation to how the support package is delivered, and also how staff supporting them are conducting themselves, including office and management team.</p> <p>Communication is key with health and social care, Effective communication appears to be a raised area within the findings, it has been identified that although some service users are aware that they have a care package starting they don't know, how, when or times until Lynton Community Care contacts them. Evidence through feedback data and compliments we receive on a daily basis highlights that the service users are happy with the support provided, if and when we do receive an issue, managers or RI will meet and rectify any concerns or issues. The staff are highly regarded by the service users and their family, and we are trying to maintain continuity with all care staff. We will continue to remain committed to providing a high standard of care, but also being very aware that reviews and paperwork may improve to be perfect.</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>We hold quarterly managers meetings with all senior staff and care staff or arranged immediately for urgent actions. Our meetings are held for staff to discuss any issues or concerns, work patterns, safeguarding, areas of improvement, and how we can improve outcomes for the individuals they support. The commitment from all jobs' roles are demonstrated through feedback. The staff all monitor the wellbeing of the service users during their call time and with read personal plans and are encouraged to feedback to management with any concerns. Staff follow our guidelines on how to conduct themselves and follow the Social Care Induction Framework</p> <p>Our supervision for all staff has been sustained and on target for quarterly targets, which at these supervision we can discuss problems with service users and also discuss the wellbeing of that staff member</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are aware of the All Wales Safeguarding Policy and trained with in Adult and Children safeguarding. We place many referrals with our safeguarding team, to ensure that we get an unbiased view of any allegation or Concern that we are reporting, We believe in being transparent with all parties concerned with safeguarding to avoid any crossed wires or confusion .</p> <p>Due to the staff training and good communication , staff will report all concerns. Our services are compliant with Social Care Wales and all staff who are working with us have a valid DBS. Compliance is monitored by seniors and managers.</p> <p>We follow the Wales Safeguarding procedures and staff have been given opportunities to download the app on their phones. All staff complete safeguarding training and refreshed yearly. We also use safeguarding as a discussion point through our recruitment process.</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) 18

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
	<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	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	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.	Risk Assessment Children's Safeguarding Level 3 Epilepsy Medication Level 3 Supervision and leadership
	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	
<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	

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
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.	Child Safeguarding Level 3 Medication Level 3 Epilepsy Adult Safeguarding Level 3 Risk Management Level 3 Teacher Training Train the Trainer First Aid
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	1
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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 Safeguarding Adults and Children Epilepsy
Contractual Arrangements	
No. of permanent staff	3
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)	2
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	2
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	43
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	10
Health & Safety	25
Equality, Diversity & Human Rights	38
Manual Handling	38
Safeguarding	38
Dementia	25
Positive Behaviour Management	0
Food Hygiene	38
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Children's safeguarding Paediatric first aid
Contractual Arrangements	
No. of permanent staff	43
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
<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)	18
No. of part-time staff (17-34 hours per week)	21
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
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