

# 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:	Noble Futures Childcare Ltd	
The provider was registered on:	07/04/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Noble Futures Childcare Ltd	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	07/04/2022
	Responsible Individual(s)	Gareth Noble
	Manager(s)	Kim Moses
	Maximum number of places	2
	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	Continued CPD for all staff, all staff have or are completing the AWIF, majority of staff have completed the AWIF and are registered with SCW. We have worked closely with local authority to understand certain addiction issues linked to our young persons, we have accessed external support and guidance for training and development. An up to date training matrix highlights the completed training of all staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been done by screening potential employees via a Q&A via an online portal section before applying, current staff are offered extra qualifications in counselling skills, bonuses, emotional support and praise for the work they do.

## Service Profile

### Service Details

Name of Service	Noble Futures Childcare Ltd
Telephone Number	07968044842
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	We have some staff who are fluent in the Welsh language, other staff are semi bilingual, we have Welsh signs and literature to help encourage the promotion of the Welsh language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	4
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	4650
The maximum weekly fee payable during the last financial year?	4650

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?	Daily and weekly key working sessions, RI visits are quarterly though the RI visits on a weekly/2 weekly basis, phones in everyday. Young people and their families are encouraged to give input to how we can improve their care.

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A rear patio area with bbq and facilities for exercise, also access to rear car park, there is also a front lawn area, access to local shops and community facilities such as parks, shopping, gyms, leisure facilities.
Provide details of any other facilities to which the residents have access	Leisure centres, parks, gyms, shopping centres, trips out with staff to beaches, theme parks, cinemas, bowling, pool centres. Staff take young people out on all the above, we have family in for meals and activities to help keep healthy connections.

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>100%, the staff run planned and unplanned key working sessions, asking if anything is needed to help their time with us more supportive, staff do regular activities which always involve in discussions around the young persons well being and emotional development, how the home can improve and support them in their care, all this is documented and recorded.</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>Staff support positive healthy choices, cooking healthy and homey foods, encourage the young people to be involved with the meals, we encourage discussion around choices and consequences of decisions. The staff focus is on positive rewards for positive behaviour and support positive decision making, if negative behaviour happens then discussion about what led to the behaviour and how things can be avoided next time are part of the post incident investigation.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safety of our young people is our priority, the home has been prepared for our strategies in keeping the young persons safe, we have worked and still work closely with police departments, missing persons departments, sexual health departments, addiction departments, with professionals from these departments regularly being at the home chatting with staff and young persons about local threats. The staff have previously been the leaders in investigations linked to safeguarding.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Staff encourage education of all levels, chasing education departments but also doing educational subjects in the home, sourcing interests and activities the young people have expressed an interest in, having the young people involved in the research of the activities, turning fun activities into sessions linked to learning about dangers and potential threats, encourage chats linked to future goals and how to access these goals, helping the young people to change perceptions on schooling and learning. Helping to write CV's for the older young person, helping to source options linked to work.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

#### Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>11</p>
---	-----------

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

#### 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	1
Safeguarding	1
Medicine management	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.	Trauma Recovery model, PACE, aerosol addiction, autism and adhd, self harm and suicide, first aid 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?	No
---	----

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>	
<p>Filled and vacant posts</p>	
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery model, PACE, aerosol addiction, autism and adhd, self harm and suicide, first aid training
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Nursing care staff</p>	
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?	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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Infection, prevention & control	8
Manual Handling	8
Safeguarding	8
Medicine management	8
Dementia	0
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery model, PACE, aerosol addiction, autism and adhd, self harm and suicide, first aid training
Contractual Arrangements	
No. of permanent staff	8
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)	7
No. of part-time staff (17-34 hours per week)	1
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.	There is a Day shift and a Day sleeping in shift each day, a night shift and a sleeping in shift each night, the manager works M-F 9-4,30 with on-call each night. day shifts is 0730-2022 day/sleep in is 0730-2300 then sleep 2300-0630 finish shift at 0800 night shift is 1930-0800
---	--

Staff Qualifications
----------------------

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
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?	No
---	----

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?	No
--	----