

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:	Partnerships for Progress Limited	
The provider was registered on:	25/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Seren	
	Service Type	Residential Family Centre
	Type of Care	None
	Approval Date	25/10/2018
	Responsible Individual(s)	Lauren Lincez
	Manager(s)	Melanie Thomas
	Maximum number of places	35
	Service Conditions	A maximum of 11 families can be accommodated at this service. Partnerships for Progress Limited is registered to provide a residential family centre service at Ty Seren, 64, Mount Earl, Bridgend. CF31 3EY.

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	Allocated designated member of staff to have oversight of induction and training and strengthened our induction process. Internal reviews/ Service meetings identified new training needs for the whole service and these have been implemented, i.e. breakaway training. Use consultants to facilitate workshops for the staff team in a range of topics. Commissioned specialist training for different roles. Increased oversight of completion of the AWIF Online training to fill a short-term need.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Open days and initiatives i.e. leaflet drops, radio advertising and social media campaigns using videos and testimonials from the Management and staff team about why working for Partnerships for Progress is a rewarding career choice. Long-service and performance awards related to attendance on shift, preparation for supervisions, attendance at staff meetings and training. Discounted membership to gym and a drop-in counselling session monthly. Advertised and appointed a number of internal roles

Service Profile

Service Details

Name of Service	Ty Seren
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Telephone Number	01656333637
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have 2 members of staff who speak Welsh.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	33
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Fees Charged

The minimum weekly fee payable during the last financial year?	5222
The maximum weekly fee payable during the last financial year?	7018

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ol style="list-style-type: none"> 1. Consultation is embedded in practice; each week they are asked for feedback on the service and any changes we could make to improve their experiences. 2. Family forums are held in line with regulations and families are encouraged to attend. We try to make these interesting and varied. In the last meeting, families had a talk on the dangers of energy drinks and were given fruit to make smoothies as an alternative. A smoothie maker was bought for the Service so they can continue this practice. 3. Family feedback forms are used if significant feedback is shared; otherwise information and questions are informally shared and discussed with Management or shared in multi-disciplinary team meetings. 4. Exit interviews are offered to all families to gain their feedback around their experience, and these are captured in quality of care reports. 5. In addition to informal feedback throughout the year, formal feedback is sought via Responsible Individual visits.

Service Environment

How many bedrooms at the service are single rooms?	11
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	11
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	2
Provide details of any outside space to which the residents have access	Residents have access to the large communal garden, which includes an astro-trufed fenced off area for children and table and chairs.
Provide details of any other facilities to which the residents have access	In addition to communal rooms they have access to; Sensory Room Laundry Room Communal bathrooms Meeting rooms to meet with professionals.

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.

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.

1. Pre-admission we continue to meet with families to explain the service and ensure they are well informed about what to expect but also to answer any questions they have. They are provided with a copy of our Service Guide and other important documents. Here we consider their goals, strengths, preferences and include these in a draft personal plan to share with the staff team. This is developed more fully during the first week of placement and kept under review to ensure that at each stage of placement, parents views, voices and options are sought, shared and respected wherever possible.
2. Family forums have been held within timescales and family views have been fully considered i.e., increasing time in the smoking area from 10 to 15 minutes and deciding how best to create a rota for the laundry room.
3. Where concerns have been raised about a staff member, or practice in the service, these have been promptly investigated. Where we are able to change practice to support parents wishes, this has been implemented and updated in their risk assessment or personal plan i.e. can staff not go in the room when a parent is trying to settle their baby at night. Where it has not been possible to act on their wishes (generally due to safety reasons for the child, other residents or staff) families have been advised of the reason.
4. Families have the opportunity each week via their weekly update to give formal feedback on how the service has performed and how they have been supported. They are asked if they wish to review any CCTV footage for themselves to create a culture of openness. A copy of this report is also shared with the placing local authority.
5. Referrals to advocacy are made promptly to ensure that parents' views, particularly those with communication or learning needs, are fully represented during meetings and that they understand the processes taking place. Ty Seren MDT staff try to include parents' advocate in all essential updates and correspondence (with parental consent) so they can provide the best possible support to families.

<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>	<ol style="list-style-type: none"> 1. Each family's health needs are fully considered pre-admission to ensure the service is able to meet their needs. 2. A handover is completed with other key involved health professionals wherever possible. 3. The families are generally registered preadmission by our health visitor and complete the registration process when they arrive. We alternate between two local General Practitioners and this practice works well. Parents are supported to attend the doctor if they require this. 4. Referrals are made to community health visitors/ midwives before the family arrives to ensure that visits to the child can be completed within the required timescales. 5. Advice is given daily by Ty Seren's health visitor in respect of the needs of the child/ responses to any parental concerns. She also advises the staff team to ensure we are consistent with our advice to parents. 6. Parents are routinely asked about referrals to services such as Choices sexual health service. There are issues with parents being able to access the community dentist as they are over subscribed, but they can access the emergency dentist. 7. Parents are given a choice to complete a screening tool for depression during placement and referrals are made to the perinatal mental health service, however threshold for intervention from the perinatal mental health service is high and referrals tend not to be accepted. We have raised this as an issue. 8. Alternative support is considered including referral to a local Valley steps programme to support with depression and anxiety. 9. We provide support on discharge to help parents register with services close to their home and ensure we provide a written summary of the discharge plan to key involved health professionals. 10. Where emergencies have arisen during placement, we have acted swiftly to provide urgent support by calling 999 and supporting the family to hospital. Staff have remained in hospital with children and their families where needed to provide ongoing monitoring, reassurance and support. 11. We have organised a number of social activities for families i.e "Glastobaby Festival", movie and pamper nights, communal meals, and celebrations of special events. 12. We offer sessions to parents on baby massage and let's talk with your baby to promote language and play skills. 13. We welcome visitors from family and friends as long as these are agreed by the LA and offer a warm welcome to the service.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ol style="list-style-type: none"> 1. Pre-admission, thorough assessments of all families are completed to ensure we are able to manage risks and meet their needs. A compatibility assessment with existing residents is also completed to consider the mix of families in the services and that their needs are compatible. 2. Where issues have arisen during placement in respect of disagreements or conflict between residents, the compatibility assessment has been updated to reflect how these risks are being managed and what measures are implemented to try and resolve issues. 3. We have acted promptly in response to safeguarding concerns, calling Police on one occasion for support in response to verbal aggression from a resident towards staff and baby. The baby was kept in the nursery overnight with no contact with mother and she was asked to leave placement the following day. 4. Detailed risk assessments guide staff on the identified risks and how to manage these. Risk assessments are frequently reviewed, at least once a week in the Multi-Disciplinary Team or in response to new issues identified. The risk assessment format has been changed a number of times in the year to ensure processes are as effective as possible. 5. Staff are supporting families in line with the observation levels outlined in their risk assessments and robust discussions of risks are held weekly in multi disciplinary team meetings for each family. 6. Our most frequent safeguarding concern is dealing with marks to non-mobile children which must always be treated suspiciously. Whilst several strategy meetings and child protection medical have been undertaken, following review it is determined that marks are accidental in nature and no further action has been taken. This process is clearly embedded in to practice with effective liaison with Emergency Duty Team and Multi Agency Safeguarding Hub in Bridgend. 7. Preventative actions has been undertaken when needed to ensure families and staff are safe i.e. increasing support in the community to 2 members of staff in situations where there was potentially an increased risk of harm.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

1. Families have access to high quality accommodation with their own bedroom/bedsit with an ensuite bathroom.
2. These are deep cleaned before families arrive and an inventory undertaken to ensure that all essential items are provided.
3. Weekly room checks are undertaken (with consent) to ensure any health and safety risks are identified and that the family are able to live in a room that is safe and promotes their wellbeing.
4. Feedback is sought from families routinely by staff and the Manager, but also more formally in family forums and Responsible Individual visits about the environment, and we have implemented a number of actions i.e. comfier beds, changing the position of televisions on the wall etc.
5. We have a dedicated sensory room that we have purchased various equipment for and parents report enjoying its use.

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
	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	0
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	0
	Manual Handling	0
Safeguarding	0	
Medicine management	1	

Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Breakaway Techniques First Aid at Work Effective Supervision Supporting Reflective Practice Analysis in Assessment and Decision Making Disguised compliance Child Sexual Exploitation Leadership and Management
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0

Medicine management	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and Management Training Disguised compliance Equality and Diversity
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	3
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
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	7
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	4
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Breakaway Training Emotional Unstable Personality Disorders Leadership and Management Training Fire Warden Breakaway Techniques First Aid at Work Analysis in Assessment and Decision Making Disguised compliance
Contractual Arrangements	
No. of permanent staff	7
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)	6
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	4
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0

Manual Handling	0
Safeguarding	0
Medicine management	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.	Breakaway Training Emotional Unstable Personality Disorders Leadership and Management Training Fire Warden Equality and Diversity
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)	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.	26 hours a week mixture of hours Monday-Friday 8:30-5:50pm
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	12
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	12
Infection, prevention & control	0
Manual Handling	2
Safeguarding	2

Medicine management	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Breakaway Training Emotional Unstable Personality Disorders Leadership and Management Training Fire Warden Equality and Diversity Disguised compliance
Contractual Arrangements	
No. of permanent staff	12
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)	11
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.	Mixture of Days and Nights, 2 week rolling rota, 12.5 hours shifts, 6:30am-7pm and 6:30pm- 7am.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
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	26
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	17
Health & Safety	17

Equality, Diversity & Human Rights	17
Infection, prevention & control	17
Manual Handling	16
Safeguarding	17
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Disguised compliance Best practice in supervising contact Post Natal Depression Role of the LA Social Worker Breakaway Training Emotional Unstable Personality Disorders Paediatric First Aid First Aid in the Work place
Contractual Arrangements	
No. of permanent staff	20
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
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)	9
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.	12.5 hours shift, 7am - 7:30pm and 7pm- 7:30am Mixture of days and nights. Casual "0" hour staff are able to give us their availability- we use these staff as a type of bank staff to supplement hours.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	15
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

