

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:	Pathway Care Limited	
The provider was registered on:	30/09/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pathway Care Ltd (Trading as Calon Cymru Fostering)	
	Service Type	Fostering Service
	Type of Care	None
	Approval Date	30/09/2019
	Responsible Individual(s)	Sharon Cavaliere
	Manager(s)	Claire Stonier
	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	Calon Cymru Fostering has a budget for staff and Carer training. Staff training is co-ordinated by the Learning and Development Manager. Annual safeguarding is mandatory and there is a mix of both internal and specialist external training commissioned for staff. Training forms part of the annual appraisal for all staff and continual development remains on the agenda. We also commission bespoke courses dependent on the needs of children placed. Reflective practice workshops take place regularly
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff costs are budgeted for and remain committed to with regards to best possible service for children and young people. All staff are recruited under safer recruitment processes. Staff receive monthly supervision and workload is protected. Caseloads are small in order to ensure high quality. Staff have opportunities to regularly engage with senior management and staff satisfaction surveys are completed. There are dedicated learning and engagement opportunities, buddying and robust induction

Service Profile

Service Details

Name of Service	Pathway Care Ltd (Trading as Calon Cymru Fostering)
Telephone Number	02920811173
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 a number of staff members and foster carers who are first language Welsh. Some children placed are also spoken to in Welsh. Calon Cymru Fostering has remained committed to meeting the individual needs of children, young people and their families. This is evident in the support that has been provided by a number of our social workers and managers who are able to communicate in a number of languages including Welsh, Polish and Bengali
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	350
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Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	The agency has undertaken 2 surveys with foster carers, Children and young people are consulted with via the foster carers annual review. The agency also holds 'participation groups' across both regions for children and young people, the young people are consulted with regarding updating the children's guide plus questions for prospective carers attending panel. The agency holds 2 separate carer forum (Cardiff and Carmarthen) and an annual event joining both. This year the carers will update the carers charter. The young people will create their own charter this year. As part of the annual review Local authority social workers are consulted with as other other professionals including health, education or psychological support services. The RI visits carers at their home, at support groups or on training. Again using is as an opportunity to listen learn and improve services. Team managers play an integral role in keeping close contact with carers and forming positive relationships.

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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
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.

High levels of supervision and support via the agency social workers ensure that children and listened to and have choice over their care. Children are seen by the agency social worker and support workers spend time with children and young people alone, talking to them listening to them and advocating for them where necessary. Foster Carers are trained to a high standard with a strong focus on wellbeing and giving children and young people a voice and choices. Foster Carers annual review - children and young people are consulted with regards to the care they received and asked whether they are happy and whether they are receiving the support they need. Our Participation workers work closely with children and young people and 'consult' regarding our services offered. Sessional support workers and outreach workers work directly with children and young people and discuss and log their wishes and feelings. Any issues raised during direct work is fed back and responded to promptly. When any child or young person is placed there is an assessment (baseline) of their needs and care and support plan. This allows the agency to formulate an outcomes tracker for each child placed. An element of the tracker is to ensure that children and young people are communicated with regularly and that there is an ongoing assessment of their development and progress but also an analysis of the role of the carer in providing opportunities. Supervision of foster carers and children provided by the agency will focus on achieving outcomes and tracking outcomes. There are clear expectations on Foster Carers to promote support and guide young people in accessing opportunities for example encouraging them to join local community groups, events and clubs. The agency also expects foster carers to facilitate and support the young person in joining groups, supporting them to have the confidence to attend and being available to respond quickly if they are not managing any new situations. Supervision of Foster carers takes place regularly and their care and support is discussed in detail. Supervising Social Workers are also expected to see the children regularly and discuss whether they are happy and whether anything needs to change. If any issues are raised then the agency will always ensure the child/young person's social worker is kept abreast of any issues. The agency prides itself in an open and transparent culture and ensure the wishes and feelings of children are paramount.

<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 agency has clear expectations with regards to achieving outcomes. As stated each child placed is monitored with regards to outcomes and reports produced will demonstrate improvement or highlight where the child or young person requires additional support. Each outcome (7 core aims) are stipulated and an ongoing assessment of improvement measured and documented. The benefit of having the outcomes tracker in place we are able to assess if there is improvement but we are also able to identify if further intervention of support is needed. The outcomes tracker is always sent to the placing authority to demonstrate progress or raise any issues of concern where the child or young person may require additional support. Each child placed must be registered with the a GP and dentist within 10 days of being placed. Carers are also expected to take children to the optician for check-ups. The foster carers also play an integral role in ensuring that children and young people attend their annual CLA medical and are both supported and advocated for during any CLA medical. Foster carers encourage children and young people to take responsibility for their own health and development, encouraging them to wash and brush their teeth, wear clean clothes and for older children assistance with and advice with personal hygiene issues. Foster Carers ensure suitable clothing is purchased and encourage children and young people to take pride in their appearance. At the same time giving them choice of what they would like to wear and what style clothes wish to buy. Children placed in the agency are treated as foster carer's own family, whilst respecting the fact they have birth family. Foster carers ensure they speak to children and young people about choices and create an environment of honesty and transparency but at the same time respect a child's right to confidentiality. Foster Carers ensure they provide children and young people with as much opportunity to socialise with others and support them with appropriate and safe socialisation. Children placed also have support from the agency outreach workers who work directly with children and young people in social settings, and within the community. This helps the child or young person to learn more skills outside of the foster home. Foster carers are encouraged to advocate strongly for children and young people with regards to social and behavioural development and the agency ensures training programmes provide this.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The agency places a strong emphasis on safeguarding and keeping everyone safe. Foster carers complete a generic household safe caring policy prior to being approved. This is updated each year and following any changes within the home. At the point of any child or young person being placed an individual Risk assessment and safe caring policy are completed on each child. They are child specific and are updated annually or following any incident. Foster Carers go through a robust assessment process and all staff go through safer recruitment processes that the agency has in place. Any incidents relating to risk are recorded on the agency database and sent to the placing authority within 24 hours they are also sent to CIW within 24 hours. The agency undertakes unannounced visits to the foster home to ensure the environment is safe. Health and safety assessments of the foster home are also undertaken annually or following a house move. Foster Carers and staff attending a series of training courses in safeguarding, safer caring and record keeping plus management of behaviour. The agency takes a therapeutic approach to all children placed and foster carers are expected to support children through difficulties and recovery from trauma at the same time keep them safe. Children and young people are seen by the agency Supervising Social Worker regularly and the agency support workers spend time with children and young people on a 121 basis outside of the foster home. Foster Carers are expected to ensure that children and young people attend groups and events outside of the home and engage with others wherever possible therefore not isolated to the foster home. Foster Carers are trained in supporting to children to feel safe within the home by honest communication and household rules. Those children or young people identified as having risky behaviour or placed at risk such as exploitation or missing are closely monitored any risks are flagged with the local authority promptly. Our agency outreach workers support young people with independence, safety and communicating safely with others. Social media has become a challenging area when fostering children and young people therefore safeguards are put in place with mobile phones and devices. The agency also ensures that foster carers attend internet awareness training. The agency encourages transparency and honesty from everyone and therefore this creates a culture of open communication for children in their care.</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) 49

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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	0
	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.	Fostering regulations Safeguarding therapeutic working towards the relevant management qualification	
Contractual Arrangements		
No. of permanent staff	62	
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	13
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)	40
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	13
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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?	No
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering regulations Form F reflective practice therapeutic fostering parent and child
Contractual Arrangements	
No. of permanent staff	5
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)	5
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	5
No. of staff working towards the required/recommended qualification	0
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?	No
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.	Support Workers, provide 121 support to children and young people placed in our care.
Filled and vacant posts	
No. of staff in post	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	1
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	fostering regulations reflective practice therapeutic fostering Parent and Child
Contractual Arrangements	
No. of permanent staff	5

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
<div style="border: 1px solid green; padding: 5px;"> <p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p> </div>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	0