

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:	Reable Ltd	
The provider was registered on:	01/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Reable Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/03/2019
	Responsible Individual(s)	Aimie Scott
	Manager(s)	Matthew Bailey
	Partnership Area	West Glamorgan
	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	All staff are given core training packages to complete before they start supporting individuals and being able to work in the homes they work, also staff are given more training modules throughout the year to support adults we provide care for, we use online training (e-learning) and will then have any specialised training if and when required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff are recruited through online recruitment agencies, also through social media advertising - staff have been recruited by recommendation, word of mouth, or the company being contacted directly by an individual person seeking employment.

Service Profile

Service Details

Name of Service	Reable Ltd
Telephone Number	01792846304
What is/are the main language(s) through which your service is provided?	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?	13
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Fees Charged

The minimum hourly rate payable during the last financial year?	6.83
The maximum hourly rate payable during the last financial year?	14

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?	This is done by having regular meetings with the people who use the service and discussing with them.

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	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>The service is built around the individuals needs and wants, the individuals express their feelings daily with the support staff, express themselves in monthly keyworker meetings with constant reminders that they can express their thoughts and feelings daily. Regular meetings with social workers, involving and supporting the person with family relationships so given the option to discuss and voice their opinions to not just the service staff but also to external agencies and family members. All daily routines and activities are worked on from the persons wants and needs, daily support is agreed with the individual themselves and also agreed by them also where possible.</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>All health appointments are recorded to allow us to see how often health appointments are, by this we can ensure that health checks are regular (where perhaps there have been no obvious health needs and the person appears well) All individuals are registered with doctors, dentists, opticians, chiropodist, so we also have reminders from these health professions. Regular health input is given also from Psychiatrists, SALT, epilepsy clinics and diabetic nurses. Everyone will have their annual health reviews with the G.P's. Health needs are communicated well from the person and all health needs are recorded on daily reports, health appointment records and is then followed up with supporting the person to the appropriate health profession or advice and guidance is sought after.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>By having a support team by not just us as a company but through social service, advocates and family members (Just to name a few) the person will have a lot of support to discuss anything they feel unsafe about, the person will also have regular meetings to ensure they are happy and content with all they do. The person will have an opportunity to have a confidential and private discussion with other professions they are linked with. We ensure that the people who have an understanding of the complaints/whistleblowing policy are reminded of this during their keyworker meetings monthly also. We make sure to get to know the person well so this may be identified through this also, we feel as an organisation the person knows and feels that their needs come first and if anything they don't feel happy with they can voice this with confidence. All staff members are trained in safeguarding and how to identify if a person is being abused/neglected) We work close with outside professions (social workers - health professionals) who make part of the support team who can also identify this working alongside us to ensure the person is safe.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</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>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	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.	Autism awareness Document and record keeping Infection prevention control Mental Health Staff appraisals Basic life support Fire safety Epilepsy Learning Disabilities MCA and Dols Medication administration awareness Person centred care

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

Deputy 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
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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	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Staff appraisals Medication administration awareness person centred care Epilepsy MCA and Dols Learning disabilities Fire safety Staff appraisals skills Mental health Infection prevention and control Document and record keeping COSHH Basic life support
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
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.	Care worker
Filled and vacant posts	
No. of staff in post	13
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	13
Equality, Diversity & Human Rights	13
Manual Handling	0
Safeguarding	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Learning disabilities MCA and Dols Epilepsy Fire Safety Basic life support Mental health Infection prevention control Document and record keeping COSHH Autism awareness Person centred care
Contractual Arrangements	
No. of permanent staff	13
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)	8
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	2

