

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:	Silver Lining Care Limited	
The provider was registered on:	17/06/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Alban	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	17/06/2021
	Responsible Individual(s)	Jade Hill
	Manager(s)	Sharon Mastaglio-Fox
	Maximum number of places	3
	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 training logged on a matrix and certificates in training file. Online training completed when given – training on going. New starters to be booked onto core training prior to passing probation. A review of all core training to take place and review of training matrix to ensure all have completed core training – to link in with safer recruitment drive and tightening up around training and recruitment for best practice.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Review interview questions and focused more on value based questions, implemented further safer recruitment checks regarding references and implemented a short listing - recruitment is always on going to build up reserves for sickness and future developments. Closely worked with People Plus, colleges and better lives better futures to support recruiting.

Service Profile

Service Details

Name of Service	Ty Alban
Telephone Number	01639413673
What is/are the main language(s) through which your service is provided?	English Medium
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?	3
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	4500
The maximum weekly fee payable during the last financial year?	7500

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?	monthly reports, weekly reports, regular meetings for care planning, LAC Reviews, records of information and incident reports sent.

Service Environment

How many bedrooms at the service are single rooms?	3
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?	0
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Ty Alban is in a rural area with plenty of walking trails and open space nearby. Ty Alban is a 15-minute drive from Neath Town and 20 minutes from Merthyr, there are many facilities around for the young people to engage in activities and keep proactive such as large parks, supermarkets, beaches, sports and leisure facilities, cinema's, bowling, walk and bike trails, waterfalls, zip-lining plus much more.
Provide details of any other facilities to which the residents have access	It has a large lounge area and a separate dining room, which can be used for meetings/quiet room; there are French doors which open from the dining room into the garden which is a large open space. There is also a sunroom located within the home which will be used as a space where games can be played, reading room and a room away from the rest of the home if young people would like some time away. In the office there is also a space for meetings if needed, however we do try to look at what meetings can be away from the home so that the young people have a sense of normality and not too many professionals are in and out of the home, as new/different faces can be a trigger for our young people. The home has a well-spaced kitchen which is well equipped for food to be prepped and cooked for the home as well as to support the young people with their cooking skills and confidence within the kitchen safely. Ty Alban also has various washing facilities within the utility room.

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.

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.

Processes such as Voice of the Child sessions, Key working, LAC Reviews, House Meetings, Advocacy, Education Planning, weekly reflections, taking part in their planners, menus, home shops. The home encourage young people to take part in their own positive risk taking strategies and include them in the plans to promote consequential thinking and giving them the opportunities to positive risk take and take part in Young person interviews. The young people are encouraged to take part in the homes personalisation and promote their choices in the home and throughout their care planning and safety planning. Even though it is evident in our recordings that the above are being completed and the young person's voice is being heard, and we are actively promoting the voice of the child daily within our work practice. There is clearly room for improvement in the systems of how we structure and promote the outcomes of their wishes for clearer planning and measuring outcomes, this will include more structured key working, more child friendly house meeting documents to record and reflect the young person's voice and their involvement in implementation. Sometimes it is difficult for the young person to be completely involved in their care planning due to appropriateness of context, safeguarding, age and ability, however, we will be able to support them more in having further control due to having a further understanding into their care and support plans and risk assessments. Continue to promote advocacy service and working together to develop safety plans with the young people and professionals to strive for developing further outcomes of consequential thinking and decision making. It is part of our practice that we ensure young people are offered the complaint procedure regularly, the team explain the nature and the process of the complaint's procedure, so the young people know what their rights are.

<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>To be sure that Silver Lining Care staff provide an effective service and promote the health and wellbeing of the young people, we ensure that all homes are staffed with sufficient and qualified staff. As a staffing team and a company, we ensure that all young people have the access to health care, we ensure the physical and intellectual stimulation; we do this through activities, education, games, living skills, self-regulation and overall well-being, all which are paramount to a young person's development and to reach self-actualization. Each young person in the home has an Individual Care Plan which includes all the information and actions to take to ensure that the young people are cared for and supported. This provides structure, boundaries and routine which is the fundamentals of the Trauma Recovery Module, which Silver Lining use as a tool when working with their young people to ensure their progress and well-being. These care plans are put together using information from referrals, LAC meetings, Planning Meetings and pathway plans as well as previous health history. This ensures that everyone is working consistently to ensure the best possible outcomes for the young people and guarantees all agencies to be accountable for their part in the care and support to the young people. The home also shows evidence of completing care/support which we use to record the young person's outcomes and achievements, this helps us create a person-centred plan for the young people and the staff can tailor specific and time-manageable goals with the young person to support and maintain their well-being and development. Even though it is evident in our recordings that the above are being completed and the young person's well-being and development is being maintained, and we are actively promoting the well-being of the child in all areas within our work practice. As mentioned within the first section of this review, and a theme which will likely mirror throughout; there is clearly room for improvement in the systems of how we structure and promote the outcomes of development, progress and what will be done to do this by individuals working closely with the young person.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Ty-Alban work collaboratively with multi-agencies & in line with guidance to ensure that all of our young people are protected and safeguarded. Working in consensus with the United Convention Rights of the Child, article 24; it is important to Silver Lining that we ensure our homes are providing the young people with health care to the highest standard. Each home makes it a priority that the young people's rights are being adhered to and supporting them into accessing all varieties available. At Ty-Alban they provide support and care to those young people who are Looked After on the Child Protection Register and sometimes those who have current and positive National Referral Mechanisms related to Modern Day Slavery and are subjected to safeguarding referrals. It is important to achieve a safe environment that the staff focus on forming positive relationships with the young people, their families and their support network. This enables the staff to carry out specific work and have a more direct approach when discussing and addressing more sensitive and complex issues surrounding child protection and safeguarding. Such work is documented within key working sessions and is debriefed by senior/management and support worker to ensure that the correct support has been given. Monthly reports are conducted to compile evidence, triggers, patterns, on-going safeguarding and evidence any absconding/safeguarding/incidents/CIW notifications etc... It helps provide an overview of the young person and how work practices and approaches are working to support the young person over a period of time. To encourage good work practice and safe work practice, each employee at Silver Lining has regular supervisions and yearly appraisals. These are to ensure the quality of work and the standard is kept high, this is also to ensure that the staff have met all training requirements and are working towards further development as well as promoting transparency, duty of candour and ensuring that they are competent in regards to the safeguarding needs of the young people. All employees within the home are aware of the code of conduct and the whistleblowing policies as well as being aware of their roles and responsibilities; reporting lines and this all contributes to a positive morale and a strong sense of team work, which all filters down to the standard of care being delivered to the young people.</p>

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

In addition to all the direct work that is done with the young people in regards to supporting their well-being, development, safe guarding and outcomes; it is important to ensure that the surroundings best meet the young person's needs in order to support their health, well-being and their goals and outcomes. To Ty-Alban was a home and location which where suitable for vulnerable young people in our care, various planning meetings with Directors and Local Authorities took place before applying for the registration with CIW. The process consisted on ensuring that an assessment of the location was conducted which was in line with the CIW regulations and guidance. The assessment had to include areas such as, local crime levels, access to provisions such as shopping, transport, parks, doctors, dentists, opticians. As well as this there was immense consideration to the environment of the home and ensuring that it could promote a calming and safe place for the young people to develop. It was important that the young people could have a sense of belonging and feel nurtured within the environment to promote their well-being. Amongst the planning of the homes there were health and safety factors to include, such as fire alarms, fire systems, sprinkler systems, fire doors, security and emergency lighting; as well as a procedure for the monitoring of these systems. It was also included that we looked at the way we would Control Substances Hazardous to Health 'COSHH' and that we were following the COSHH legislation and regulations. The young people have an opportunity to discuss any concerns or issues around the physical environment and their privacy within the homes in key working sessions, voice of the child sessions with the Responsible Individual, complaint procedures, house meetings, how's my week sessions. Some changes from these sessions have been implemented into the home as a result of this. The home is within a small Welsh village, which has a community hall and a corner shop. The risks of anti-social behaviour or peer influences, exploitation and substances are very low and being in a peaceful surrounding promotes the positive well-being in a place of safety for the young people with such trauma to calm their nervous systems and being their TRM journey and have a sense of belonging in the home and village.

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)	18.50
--	-------

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	1
<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
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 - Trauma informed intervention training. Reducing Physical Intervention Designated Safeguarding Lead Training.
<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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
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
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 Informed Practitioner - TRM Training Designated Safeguarding Lead Training Reducing Physical Intervention 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 social care worker	1
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?	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>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	1
<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
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.	Reducing Physical Intervention Supervision Training Completed Level 3 Enrolling on level 4
<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>Typical shift patterns in operation for employed staff</p>	
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.	Day shift 8am - 8pm (3 staff) Night Shift 8pm - 8am. (2 staff) Rolling Rota 4 on 4 off.
<p>Staff Qualifications</p>	
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	0
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	9
No. of posts vacant	2
<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
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.	Reducing Physical Intervention ACEs AWIF/Level 3s
Contractual Arrangements	
No. of permanent staff	9
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	5
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)	9
No. of part-time staff (17-34 hours per week)	0
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.	Days 8am - 8pm (3 days) Nights 8pm - 8am (2 nights) Rolling Rota 4 on 4 off.
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	6
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - to complete jobs around the home to keep maintenance standards high and repair any damage. Do not lone work or work directly with the young people in our care.
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
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.	-
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)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0