

# 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 Springs Support Ltd	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Fips Lodge	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Thomas Hale
	Manager(s)	Samantha Jones
	Maximum number of places	5
	Service Conditions	There are no conditions associated to this service
	Silver Springs Support Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/07/2018
	Responsible Individual(s)	Thomas Hale
	Manager(s)	Andreas Reemers
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Hafan	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	11/07/2018
	Responsible Individual(s)	Thomas Hale
	Manager(s)	Ashleigh Cole
	Maximum number of places	4
	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	A new Induction has been rolled out for all Silver Springs Support staff and we are taking the team through this. All our staff go a comprehensive range of mandatory and service specific training with refreshers as per guidance but at least 3 yearly. Using a blend of online learning and sourcing more specialist training such as Epilepsy/Diabetes which sourced from a fully qualified professional through the health-board and local providers. Where the need arises, we source additional courses.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

All staff undergo a robust recruitment process including a DBS check which is renewed every 3 years. We do, like other providers experience difficulties with recruitment at times since the pandemic. We do ensure that recruitment is rigorous as before and do welcome that there are also applicants that are completely new to the sector. Probation meetings and subsequent regular supervisions are carried out by the Seniors/ managers to ensure a true reflection is given of staff thoughts and concerns.

## Service Profile

### Service Details

Name of Service	Hafan
Telephone Number	01437 723343
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	

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	3
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### Fees Charged

The minimum weekly fee payable during the last financial year?	1212.65
The maximum weekly fee payable during the last financial year?	1212.65

### 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?	The manager is based on site and therefore can be approached/ contacted as and when matters arise. In addition, arrangements made between her and the Senior Support Worker or Senior Manager provide ample cover for the times she is not available either due to illness or annual leave. The Responsible Individual visits on a frequent basis, offering further opportunities for residents to share their views or concerns if they were to have any. Families are also in frequent contact and there is an open culture around raising any concerns someone may have. These are all dealt with either through the complaints procedure or informal if the person raising the query so chooses.

### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
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	There is a communal garden at Hafan and a small office, where residents can access the manager if they so wish. The kitchen is accessible and also available for residents to use if they so wish. Supervision is provided depending on the need of the individual.
Provide details of any other facilities to which the residents have access	There is a Facebook portal which residents can use the set up face to face meetings with their friends and family where an in person meeting isn't possible either due to distance or e.g. illness. There is a game console which some residents use.

#### 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)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total Communication which is the preferred and widely agreed and adopted communication within Pembrokeshire, Carmarthenshire and Ceredigion.

#### Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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 atmosphere in the home shows that the service is person centred with a clear focus on ensuring the residents are involved in the day to day choices and decisions on what their day will look like, what people have for dinner and which activities they wish to undertake. The consistent staff team is benefiting the residents in Hafan and the experience that comes with this, leads to the support being really supportive to the needs of the residents.</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>Service Users health, well-being and welfare is promoted and that they are encouraged to make healthy choices in their meals and to keep active, accessing regular appointments with their health professionals as/when required.</p>

The extent to which people feel safe and protected from abuse and neglect.

Residents have got a dedicated and committed staff team with excellent knowledge of the people they are supporting. All staff undergo a robust recruitment process, incl references and a Disclosure & Barring Service check that is renewed 3 yearly. Probation meetings for new starters and subsequent regular supervisions are carried out by the Manager with the senior support worker carrying out occasional supervisions which ensures that a true reflection is given of staff thoughts, ideas and any concerns that they may have. I have first-hand witnessed the involvement of management with the staff team and service users ensuring their safety and well-being. Staff providing the care and support are well familiar with safeguarding procedures, recognising abuse/neglect and the importance of whistle-blowing if they were to witness/suspect abuse or neglect is taking place. The manager of the service works closely with her team and has been providing the relevant guidance to the right people. Where there have been concerns, investigations are done and identified actions are carried out. The manager liaises with the local authority Adult Safeguarding Team both for referrals or guidance in order to ensure any action is proportionate to the concern. People are encouraged to openly speak about their support and any concerns they may have. This helps both people using the service as well as those providing the service to feel supported and kept as safe as possible. Equally, we use our disciplinary processes for those cases where it is deemed appropriate. This is in order to ensure that our workforce work in a way that adheres to our policies and procedures but also follows the Social Care Worker Code of Practice. Staff files are kept separate from service user files, securely locked away when not in use. They contain references and work history while the training details are kept on a training database accessible to relevant members of the managers and the admin team only. There are policies and procedures in place for checking the service users' finances and these are checked twice daily (by different staff), overseen by the manager on a regular basis with audits carried out. Similar tight procedures are in place for Medication which also is kept safely locked away. Investigations are carried out and disciplinary actions taken where it's deemed to be evidenced that actions are falling below the expected standards. Training needs are reviewed as part of these processes.

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

Hafan, a large 4 bedroomed bungalow, has an airy lounge with good quality furniture and fittings. There is a modern unit containing a variety of games/books for everyone to enjoy, a large TV with facilities to play DVD's, Nintendo Wii games, Facebook portal etc. There is an equally spacious kitchen where the service users can easily find items in the cupboards using the pictorial widget symbols on drawers and doors. The lounge also has doors into the garden with a picnic bench sitting in a sunny spot on the patio. One bedroom is ensuite and there is a large adapted wet room for others to use. Three of the bedrooms are double rooms and very spacious. The fourth is on the small side, but does hold all the necessary furniture and having liaised closely with CIW was found to be suitable for the needs of the current tenant (or any future resident with similar needs). The residents bedrooms are personalised to their own tastes and are very individual, it being obvious through for example the many Harry Potter related items in one of the rooms, yet seeing Pop star posters in another. There is a wide range of Total Communication signs present in the property (to help with communication and expressing what people prefer to do or where to find something) and one resident also has his own PECS book to help him communicate. There is a fully adapted wet room and the en-suite bathroom benefited from a refurbishment so that it now incorporates a "walk in" shower. The house is well maintained and a gardener is appointed that frequently maintains the grounds. Meals are discussed at a weekly meeting with all 3 residents choosing what meals they would like to eat and the staff help them to take turns to cook it. As mentioned at the beginning of this review, there is one bedroom currently vacant. Although it has been a vacancy for a year now, Silver Springs Support are happy to leave it free until such a time someone that is compatible with the other residents can move into their home. We are liaising with the local authority around this as the resident residing at Hafan have quite complex needs and we want to ensure a suitable match is made.

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) 14

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
	Infection, prevention & control	1
	Manual Handling	1
	Safeguarding	1
	Medicine management	1
	Dementia	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>The manager has almost completed her QCF Level 4 Health and Social Care following on from completing her level 3. The manager has also undergone the Cambridge University Diabetes Management course as one of the residents has got severe Diabetes. In addition, The manager also attended the bespoke Autism in Females course, Epilepsy incl Buccal Midazolam and Total Communication courses.</p>	
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	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?	No
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
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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism in Females, QCF Level 3 in Health and Social Care, Diabetes, Epilepsy incl Buccal Midazolam, Total Communication (Co-facilitator).
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Typical shift patterns in operation for employed staff</b>	
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.	The shift pattern varies with shifts ranging from 7a m-2.30pm, 2.30pm-10pm, 7am-10pm, 10am-7pm. This depending on where shift leads are required.
<b>Staff Qualifications</b>	
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
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	14
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	10
Health & Safety	14
Equality, Diversity & Human Rights	2
Infection, prevention & control	14

Manual Handling	6
Safeguarding	14
Medicine management	14
Dementia	6
Positive Behaviour Management	10
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act, Deprivation of Liberty Safeguards, Epilepsy, Food Allergen and Total Communication
<b>Contractual Arrangements</b>	
No. of permanent staff	14
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	1
<b>Typical shift patterns in operation for employed staff</b>	
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.	Shifts ranging from 7am-2.30pm, 2.30pm-10pm, 7am-10pm, 10pm-7am (Waking night), 10am-7pm. All depending on resident's needs.
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

## Service Profile

### Service Details



Name of Service	Pips Lodge
Telephone Number	01646694027
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	

#### Service Provision

##### People Supported

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

The minimum weekly fee payable during the last financial year?	1163.90
The maximum weekly fee payable during the last financial year?	1163.90

##### 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?	The manager is based on site and therefore can be approached/ contacted as and when matters arise. In addition, arrangements made between her and the Senior Support Worker or Senior Management provide ample cover for the times she is not available either due to illness or annual leave. The Responsible Individual visits on a frequent basis, offering further opportunities for residents to share their views or concerns if they were to have any. Families are also in frequent contact and there is an open culture around raising any concerns someone may have. These are all dealt with either through the complaints procedure or informal if the person raising the query so chooses.

##### Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
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	Residents at Pips Lodge have got access to a large and sunny garden with the additional bonus of a purpose garden room (fully wheelchair accessible) which can be used for sensory or music sessions. The garden benefits from a large paved patio area and a grass patch. The garden is used for social events such as a BBQ for family and friends, outdoor bowling and other games or simply to enjoy the garden and sunshine.
Provide details of any other facilities to which the residents have access	Residents have got access to Facebook portal to see their relatives if an in-person meet up can't be facilitated for any reason. There is a karaoke machine and various musical instruments as well as a wide range of sensory items.

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)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total Communication which is the preferred and widely agreed and adopted communication within Pembrokeshire, Carmarthenshire and Ceredigion.

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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 residents of Pips Lodge are supported by an experienced team of support staff to reach their maximum potential. Although there have been changes within the team, there appears to be a good atmosphere whenever I am at Pips Lodge with it being apparent that the changes have been having a positive effect. On various occasions, I have been there and witnessed people being supported with their chosen activities and/or to make choices of what they wish to do. The team make active use of Total Communication and various other aides to support the residents to make choices, express their views and share in activities.</p> <p>When speaking with the residents, it was clear that they get on really well with their support team. People feel listened to, have a range of choices and do feel that the team support them to partake and celebrate events such as Halloween, Christmas, MacMillan coffee mornings, etc. It is these events that have always been the pride of Pips Lodge and with everyone being involved, they are the party to be at!</p> <p>We continue to support the residents in identifying new opportunities, ensuring that there is suitable access and it is indeed meeting their needs/expectations. Some family members visit on a weekly basis and they are always sharing how thankful they are for the support their niece receives within Pips Lodge.</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>Chiropody (at set intervals), physiotherapy, Occupational therapy and other appointments have been taking place. Any concerns there are about a person's health and wellbeing, is followed with a GP visit.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The residents have got a dedicated and committed staff team with excellent knowledge of the people they are supporting. All staff undergo a robust recruitment process, including references and a Disclosure &amp; Barring check that is renewed 3 yearly. Probation meetings for new starters and subsequent regular supervisions are carried out by the senior support workers in the team, with the managers carrying out occasional supervisions which ensures that a true reflection is given of staff thoughts, ideas and any concerns that they may have. I have first-hand witnessed the involvement of management with the staff team and service users ensuring their safety and well-being. Staff providing the care and support are well familiar with safeguarding procedures, recognising abuse/neglect and the importance of whistle-blowing if they were to witness/suspect abuse or neglect is taking place. The manager of the service works closely with the team and has been providing the relevant guidance to the right people. Where there have been concerns, investigations are done and identified actions are carried out. The manager liaises with the local authority Adult Safeguarding Team both for referrals or guidance in order to ensure any action is proportionate to the concern. People are encouraged to openly speak about their support and any concerns they may have. This helps both people using the service as well as those providing the service to feel supported and kept as safe as possible. Equally, we use our disciplinary processes for those cases where it is deemed appropriate. This is in order to ensure that our workforce work in a way that adheres to our policies and procedures but also follows the Social Care Worker Code of Practice. Staff files are kept separate from service user files, securely locked away when not in use. They contain references and work history while the training details are kept on a training database accessible to relevant members of the managers and the admin team only. There are policies and procedures in place for checking the service users' finances and these are checked twice daily (by different staff), overseen by the manager on a regular basis with audits carried out. Similar procedures are in place for Medication which also is kept safely locked away. Investigations are carried out and disciplinary actions taken where it's deemed evidenced that actions are falling below the expected standards. Training needs are reviewed as part of these processes.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Pips Lodge is a large 5 bedroom dormer bungalow with a very homely feel as commented upon by both relatives, residents and any professionals visiting. There is an airy lounge with good quality furniture and fittings. There is a wide range of facilities to the disposal of residents such as a variety of games/books for everyone to enjoy, a large TV with facilities to play DVD's, Nintendo Wii games, Facebook portal etc. There is an equally spacious kitchen where the service users can easily find items in the cupboards using the pictorial widget symbols on drawers and doors. The lounge provides a quiet space for residents to take time out of they feel they want to with comfortable chairs being available. One bedroom is ensuite and there is a large adapted wet room for others to use. All the bedrooms are double rooms and very spacious.</p> <p>The residents bedrooms are clearly personalised to reflect their individual tastes, it being obvious through for example the range of family photos, posters of Knight Rider and Airwolf, as well as a lovely range of colour schemes. There is a wide range of Total Communication signs present in the property (to help with communication and expressing what people prefer to do or where to find something) and one resident also having her own PECS book to help with communicating her wishes and needs to staff or family. There is a fully adapted wet room and the en-suite bathroom has recently been upgraded to meet the needs of the resident following a reduced ability to take steps. The house is well maintained and a gardener is appointed that frequently maintains the grounds. Meals are discussed at a weekly meeting with all 4 residents choosing what meals they would like to eat and the staff help them to take turns to cook it where they the ability to do so. Regularly, there are baking sessions which involve the residents in baking cakes which is much enjoyed (whilst and after). As mentioned at our recent inspection, there is one bedroom currently vacant (since April 2021). Silver Springs Support are actively liaising with our commissioners to ensure the room can provide a space for someone that is compatible with the other residents.</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)	11
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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
	<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	1
Positive Behaviour Management	1	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 5 Health and Social Care Adults Residential Management, Train the Trainer in First Aid and Manual Handling.	
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
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Other supervisory staff

Does your service structure include roles of this type?	No
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Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

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	20
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	8
Health & Safety	9
Equality, Diversity & Human Rights	0
Infection, prevention & control	9

Manual Handling	4
Safeguarding	9
Medicine management	10
Dementia	0
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Food Allergen, Person Centred Care, Autism, Challenging Behaviour, Epilepsy incl Buccal Midazolam, First Aid, Deprivation of Liberty Safeguards and Total Communication.
<b>Contractual Arrangements</b>	
No. of permanent staff	20
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	5
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	1
<b>Typical shift patterns in operation for employed staff</b>	
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.	These vary depending on day and need of the individuals e.g. due to appointments and include 7am-9pm, 8am-4pm, 8am-9pm, 4pm-9pm, 7am-5pm, 8am-3pm, 3pm-10pm 9pm-7am (Waking Night).
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
No. of staff working towards the required/recommended qualification	6
<b>Domestic staff</b>	
Does your service structure include roles of this type?	No
<b>Catering staff</b>	
Does your service structure include roles of this type?	No
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Silver Springs Support Ltd
Telephone Number	01646 696905
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14
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Fees Charged

The minimum hourly rate payable during the last financial year?	16.63
The maximum hourly rate payable during the last financial year?	16.63

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Yearly service user questionnaires as part of our quality assurance, frequent Responsible Individual visits and the manager frequently visits the services to speak with those using the service to gauge their views, suggestions and overall opinion on how the service meets their needs. We also liaise regularly with families, especially where the person using the service may have difficulty expressing themselves, in order to hear their views and suggestions.

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)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total Communication which is the preferred and widely agreed and adopted communication within Pembrokeshire, Carmarthenshire and Ceredigion.

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.

We pride ourselves on our motto "For us it's personal" with our staff teams providing a high standard of care and support at the appropriate level for everyone. Teams are "set" within each supported living service, so the service users always know who is going to be supporting them. Service users, staff, and families all can build a bond with each other. Most teams also have a senior who takes on the day-to-day responsibilities of ensuring that all needs are met as per the needs assessment, support plans and risk assessments with additional support from the Manager.

People using the service are supported in a way that actively involves them in their support with a proactive approach to ensure people's voices are heard, whether it is in relation to day-to-day choices and activities or around health care needs where the person has got the capacity to be involved. Activities such as VC Gallery, bowls, Norman Industries, swimming, accessing the gym, My Moves dance, bowling and volunteering are just some of the things available. Equally there is a strong focus on daily living skills building such as cooking and financial skills as part of maintaining a tenancy.

An ongoing focus to get more activities for the people we support, outside of the traditional "10am-4pm", so that there is an opportunity to discover more exhilarating and exciting activities. We've seen one of the people we support to take on paid employment for 1 day a week and this is something that we hope will further develop.

People using the service/supported by Silver Springs Support can be confident that their voices are listened to, and that staff will take appropriate action from the requests and suggestions they may have. They have a say in their care and support plans and take ownership of their own lives. People are actively encouraged to research and explore new opportunities. Due to the size of the services, there are mostly small staff teams (where appropriate) that provide support to those using the service and over time have forged strong bonds with them.

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.

Mental health and wellbeing have been at the forefront of our support enabling people using the service to re-engage with services/opportunities and enabling them to live the life they aspire and develop new skills.



The extent to which people feel safe and protected from abuse and neglect.

People using the service are supported by small and consistent staffing teams who have excellent knowledge of the people they are supporting. All staff undergo a robust recruitment process which includes obtaining references, a Disclosure & Barring Service check (renewed every 3 years) and probation meetings followed by frequent supervision. We do, like other providers experience difficulties with recruitment at times something that is very much attributed to the pandemic. We do however ensure that recruitment is rigorous as before and do welcome that there are also applicants that are completely new to the sector. I have first-hand witnessed the involvement of management with the staff team and service users ensuring their safety and well-being. Staff providing the care and support are well familiar with safeguarding procedures, recognising abuse/neglect and the importance of whistleblowing if they were to witness/suspect abuse or neglect is taking place. Services have got access to a support network of managers including "out of hours" cover. All staff are fully trained in all the relevant courses to ensure the needs for each individual in the homes are being met including safeguarding, first aid, autism awareness and person-centred care. The manager of the service collaborates closely with the teams and has been providing the relevant guidance to the right people. Where there have been concerns, investigations are done and identified actions are carried out. The manager liaises with the Adult Safeguarding Team within the local authority both for referrals or guidance in order to ensure any action is proportionate to the concern. People are encouraged to openly speak about their support and any concerns they may have. This helps both people using the service as well as those providing the service to feel supported and kept as safe as possible. Equally, we use our disciplinary processes for those cases where it is deemed appropriate. This is in order to ensure that our workforce work in a way that adheres to our policies and procedures but also follows the Social Care Worker Code of Practice. Confidentiality is very important and both service users and staff files are kept securely locked away in separate filing cabinets in the main office. All services have their own lockable filing cabinets where service users' folders, finances and medication are securely kept.

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) 30

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
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive Behaviour Awareness, Safeguarding Group A, Deprivation of Liberty Safeguards, QCF Level 5 Health and Social Care in Adults Residential Management, QCF Level 5 Diploma in Health and Social Care.
<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?	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	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	0
Manual Handling	1
Safeguarding	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.	Fire Safety, Infection Control, QCF Level 4 Health and Social Care, Person Centred Care, Autism Awareness, Food Allergen.

#### 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

#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

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	3
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	3
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	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.	Epilepsy incl Buccal Midazolam, Person Centred Care, Challenging Behaviour, Mental Capacity Act, Anxiety

#### Contractual Arrangements

No. of permanent staff	3
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)	3
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	3
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
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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	27
No. of posts vacant	1

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	7
Health & Safety	7
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	14
Dementia	4
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Positive Behaviour Support Awareness, First Aid, Autism and Learning Disabilities, Food Allergen, Epilepsy Incl Buccal Midazolam, Person Centred Care and Anxiety.

#### Contractual Arrangements

No. of permanent staff	27
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	21
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	1

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	7

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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