

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:	Spectrum Healthcare Domiciliary Care Limited	
The provider was registered on:	10/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Central Surgery Nursing Home	
	Service Type	Care Home Service
	Type of Care	Adults With Nursing
	Approval Date	13/07/2020
	Responsible Individual(s)	Darren Pomphrey
	Manager(s)	Rosemary Carvell
	Maximum number of places	14
	Service Conditions	There are no conditions associated to this service
	Spectrum Healthcare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/10/2018
	Responsible Individual(s)	Darren Pomphrey
	Manager(s)	Hayley Williams
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Spectrum Healthcare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/10/2018
	Responsible Individual(s)	Darren Pomphrey
Manager(s)	Hayley Williams	
Partnership Area	Powys	
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 have been given training on flexebee website where administrator can observe progression. Staff have classroom manual handling training and clinical training. Supervisions, competencies and spot checks also support with identifying training needs. We also link in with community Nurses and other professionals where additional training might be needed such as stoma / colostomy support and Peg feeding.
--	--

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Spectrum Healthcare advertise via social media, Spectrum website, attending job fairs, leaflets, moving office has supported due to being situated within a busy town and able to advertise directly from the office. We interview shortlist and score for the most suitable candidates. All employees are police checked and have a shadow period with an experienced senior member of staff before we agree that they are confident and competent to work within the community.

Service Profile

Service Details

Name of Service	Central Surgery Nursing Home
Telephone Number	01495711553
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?	16
--	----

Fees Charged

The minimum weekly fee payable during the last financial year?	800.98
The maximum weekly fee payable during the last financial year?	1100.00

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	1
Number of complaints upheld	2
Number of complaints partially upheld	1
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?	Our residents are at the very heart of our service provision and their views are of paramount importance. In addition to monthly residents information and idea exchange meetings we undertook two formal consultations by distributing questionnaires to our residents to complete, enabling individuals to express their views of the overall service in a confidential manner. Regular reviews were also undertaken, each involving individual residents to ensure that they are engaged and involved in the provision their own care. Evaluating individual service requirements and gaining feedback in this way enables us to ensure that the service being delivered is in line with the needs of the individual residents.

Service Environment

How many bedrooms at the service are single rooms?	14
How many bedrooms at the service are shared rooms?	0

How many of the bedrooms have en-suite facilities?	14
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	A walled garden area with access from the ground floor provides a place for the residents to sit and enjoy the outdoors, equipped with a range of garden furniture to suit their needs. A paved patio area is also accessible from the first floor towards the rear of the building.
Provide details of any other facilities to which the residents have access	One of the ground floor rooms is utilised by the activities co-ordinator who arranges a variety of person centered activities for the residents. This area also provides residents with a place for social interaction, exercise, engagement and a sense of inclusion.

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)	Yes
Makaton	No
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>In order to provide the best possible service to each individual resident we introduced a Quality Assurance Framework, a set of processes to measure the quality of service delivered and to review and monitor individual experiences within the home. The residents are at the very heart of this process, their views being of paramount importance.</p> <p>The initial review of individual care plans and risk assessments is followed by regular evaluations which include involving residents in meetings with staff members and other health professionals to ensure that they are engaged and involved in their own care.</p> <p>Residents meetings are held regularly and individual questionnaires are also distributed with specific questions in order to gain their views on different aspects of their lives within the care home from decision making, the environment, food/drink choices and the availability of daily activities.</p> <p>By evaluating all the information we are able to review, plan, set new objectives and implement necessary changes all with the views of the residents in mind. Through a continual monitoring process, in conjunction with the resident, we are able to assess all the impacts of change, intentional or unintentional, and to determine whether the intended objectives have been met.</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>Our staff support residents to maintain autonomy over their own lives where possible as this is essential to their wellbeing. The initial assessments provide information in regards to independent living skills with equipment being made available to ensure that they can continue to maintain these skills for as long as practically possible. The assessment also identifies individual choices such as specific food likes/dislikes, dress and favourite activities which will be made available to ensure continuity through the transition from their previous home as maintaining a routine is greatly beneficial to maintaining independence particularly to residents with dementia. Staff will also support residents to continue with commitments that are important to them, for example, being able to participate in religious services or regular visits from family members.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our residents have the right to live in safety, free from harm, abuse and neglect and we all - our staff, our residents, their families and visitors to the home - have a vital role to play in safeguarding. We ensure that everyone is supported to be vigilant and report any concerns of abuse or neglect. Information is provided in accessible ways so that individuals can understand the different types of abuse, how to stay safe and how to raise concerns in regard to the safety and/or well-being of a resident. We have fully trained designated safeguarding staff members with the relevant skills and competencies to ensure the safety and protection of all individuals at the home. Staff are thoroughly vetted prior to employment, receive training in Safeguarding and are monitored to ensure they are confident in identifying and reporting any forms of abuse or neglect. We promote well being and safeguard individuals in a way that supports them to make choices and having control over their own lives without fear. Residents can feel confident that we will stop abuse wherever possible but, should any instance be reported, we will address the cause and take action against those responsible. We will also learn lessons from the occurrence and implement changes to prevent similar situations happening in the future.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>A redecoration schedule is in place at the home with residents given a choice in the colour schemes for their rooms. Personal belongings can be brought into the home and included in residents individual rooms to make them feel more like home. Suggestions from residents are taken into account when improvements are made to enhance the living environment, whilst ensuring that all safety regulations are adhered to and the highest quality standards are attained.</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) 21

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager

Does your service structure include roles of this type? Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	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.	Dementia Care Palliative and End of Life Care Duty of Care Mental Capacity and Deprivation of Liberties Safeguarding of Adults Person Centred Care Dignity, Privacy and Respect Pressure Sore Awareness Managing Challenging Behaviour Emergency first Aid Huntingtons Chorea

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?	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
<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	0
Equality, Diversity & Human Rights	1
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheterisation 1 Fire safety 1
<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
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?	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	9
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	2
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheterisation 2 Dignity/Respect 9 Covid 9 Duty of Care 9 Fire Safety 9 First Aid 9 Legionella 9 Mental Capacity/Dols 9 Palliative Care 9 Person Centred Care 9 Pressure Sore Awareness 9 Huntingtons Chorea 2
<p>Contractual Arrangements</p>	
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	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)	9
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.	Nursing Care staff work a typical shift pattern of 7am to 7pm and 7pm to 7am. There are three nursing care staff on 7am to 7pm and two nursing care staff on 7pm to 7am
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	4
Registered nurses	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Infection, prevention & control	3
Manual Handling	0
Safeguarding	2
Medicine management	2
Dementia	3
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Palliative and End of Life Care 2 Duty of Care 3 Mental Capacity and Deprivation of Liberties 3 Safeguarding of Adults 2 Person Centred Care 3 Dignity, Privacy and Respect 3 Pressure Sore Awareness 2 Managing Challenging Behaviour 4 Emergency first Aid 3 Huntingtons Chorea 1
Contractual Arrangements	
No. of permanent staff	4
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)	4
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.	Working shift pattern for nursing staff 7am to 7pm a nd 7pm to 7am. One nursing staff on each shift.
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
Domestic 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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH Awareness 1 First Aid 1 Fire safety 1 Legionella 1 Working at height 1
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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0
Catering 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	2
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Allergen awareness 2 COSHH 2 Diet 2 Fire safety 2 First aid 2 HACCP 2 Infection 2 Legionella 2
Contractual Arrangements	
No. of permanent staff	2

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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0
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.	Administrator -IT skills, emailing, face to face, assisting with rota, organising training Maintenance officer -maintaining the upkeep of the home, ensuring safety checks, ensuring safety certificates are kept up to date Activity Co-ordinator - Maintaining the stimulation of service users through various daily activities, escorting service users, arranging funding through raffles
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	2
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Spectrum Healthcare
Telephone Number	01495 617718
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?	75
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	18.19
The maximum hourly rate payable during the last financial year?	23.41

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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Initial assessment process, emails reviews, questionnaires, courtesy phone calls

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	Yes
List 'Other' forms of non-verbal communication used	Emails

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.

Spectrum strive to ensure strong relationships are built between the person being supported, their family, representatives and care staff, as evidence suggests that good care and support stems from strong relationships. The challenge is to how to apply skills, training and knowledge to support older and disabled people and those with mental health issues without taking over their lives and reducing their autonomy. A shared vision is needed so that it places the individual's needs at the centre, whatever the setting so that all individuals in receipt of care can say that they have choice and control, they can live the life they want and is supported in doing so, that they feel safe and supported by competent care staff and that they are supported to gain the information and advice to stay healthy and independent. This is achieved through involving the individual, their families' representatives and any other professional that might be involved with the individual in setting up the package of care, working to their wants and needs, we also welcome positive and negative feedback through regular reviews and questionnaires. Following the initial assessment we arrange to meet after six weeks to see if everything is working well, to identify if agreed outcomes are being met and if there are aspects of the care provision that might not be working. We ensure all information, including our statement of purpose and all contact information is accessible to the individual in their preferred format. We also support individuals by signposting and providing information for accessing outside services and support. We respond and act on any queries and concerns an individual may raise and keep them updated during investigation process to ensure the individual is confident that they are being heard and treated with respect. We asked during the last Quality review if individuals would like to comment on their overall experience, please read the following, 'The staff are amazing' ' All the girls and company are good', ' Staff are all giving excellent care, well informed and well trained', 'Always helpful caring and supportive'.

<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>Well-being is a positive state experienced by individuals, similar to health, a resource for daily life which is determined by social, economic and environmental conditions. It is essential to a persons well-being and dignity that they are seen as individuals with experiences, aspirations and opinions. Every individual should feel valued and be offered opportunities and support to express themselves. Life is not without risk and as care workers we support individuals with taking opportunities, expressing themselves, with feeling in control with a purpose and sense of belonging. Individuals we support are empowered to reach their full potential when taking risks that are agreed, monitored, and reviewed. Spectrum believe that continuity of care is vital for individuals to feel comfortable and confident with discussing any concerns they might have, and continuity of care can identify any changes in how the individual usually is to any signs or symptoms of new conditions. Staff receive full training to provide them with the tools to support individuals effectively and appropriately, they are monitored and supported in the community and competency-based assessments are carried out when working with individuals. Staff receive regular supervisions whereby we work through policies and procedures; we also incorporate outcomes to ensure our staff are aware that the support being provided is measured on how effective we work to achieve positive outcomes and experiences for the individual. We often need to involve other professionals to support with daily living and overall health and wellbeing such as GP, Occupational Therapy, Sensory Team, Speech and Language therapy, Community Nurses, Community Mental Health Team, Housing. Managers at Spectrum are all competent with making referrals in support of people who use our services.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Spectrum have systems in place to support and protect individuals who use services from abuse and neglect. Spectrum have designated managers in place to support with the safeguarding of vulnerable adults who also make referrals to other professionals when needed. When we identify that an individual is subject to any form of mistreatment, we ensure we have the information before us to refer. Social isolation for care givers is a factor tied to abuse and we have identified these cases when working in the community. Families are often unaware of their own stress or behaviours when caring for relatives which can have a major impact on both. With the right approach and the appropriate community support services we have found that effective and positive outcomes can be achieved. We support, encourage, and empower individuals through available community links such as Age UK or Senior Centres to participate in programs, meet with other likeminded people or engage in activities. This supports with the harmful effects of ageism, biases against stereotypes about aging that keep us from fully participating as we grow older. Spectrum promote inclusion dignity and respect for all individuals and included in our Quality review questionnaires we asked if people would consider being involved with our recruitment either by sitting in on our recruitment panel or maybe suggesting something they thought would help with the interview questions. The elderly have many life skills and experiences which should be shared and valued. The feedback we received this time was very positive in that some people stated they would like to be involved. Some of the comments as follows, 'yes I would be eager to and offer my opinion' 'Yes definitely' All staff are trained, monitored, and supervised on a regular basis and encouraged and supported to be open and transparent in the way they work, record and report. Staff must be well trained, supervised and supported to ensure people they care for feel safe from the service they receive. Spectrum staff are trained, competent and confident when identifying potential abuse, harm or neglect and report to a senior manager, for them to act effectively and in a timely manner.</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) 10

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	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	0
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	2
	Safeguarding	2
	Dementia	2
	Positive Behaviour Management	2
	Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection control, equal opportunities, palliative care , medication, 1st aid, Fire safety, Duty of care, Challenging behaviour, complaints, emergency first aid at work, tilt turn table training, Wound care, Training for overseas nurses, peg feeding - pump and cover of gastrostomy fuse, Epilepsy, Vagal nerve stimulation, Buccal midazolam, Safeguarding of adults, pressure sore awareness, Oral care, cough assist training Stoma care, Skin care management, Eye medication, Inhalers, Effective record keeping.	
Contractual Arrangements		
No. of permanent staff	2	
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)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Challenging Behaviour, Safe use of medication, Mental capacity Act, oral care, Person centre care, duty of care, pressure care.
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
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	2
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection control, equal opportunities, palliative care , medication, 1st aid, Fire safety, Duty of care, Chal lenging behaviour, complaints, emergency first aid at work, tilt turn table training, Wound care, Trainin g for overseas nurses, peg feeding - pump and cover of gastrostomy fuse, Epilepsy, Vagal nerve stimu lation, Buccal midazolam, Safeguarding of adults, p ressure sore awareness, Oral care, cough assist tr aining Stoma care, Skin care management, Eye me dication, Inhalers, Effective record keeping.
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
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	35
No. of posts vacant	10
<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	15
Health & Safety	31
Equality, Diversity & Human Rights	28
Manual Handling	30
Safeguarding	33
Dementia	33
Positive Behaviour Management	0
Food Hygiene	31
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection control, equal opportunities, palliative care , medication, 1st aid, Fire safety, Duty of care, Challenging behaviour, complaints, emergency first aid at work, tilt turn table training, Wound care, Training for overseas nurses, peg feeding - pump and cover of gastrostomy fuse, Epilepsy, Vagal nerve stimulation, Buccal midazolam, Safeguarding of adults, pressure sore awareness, Oral care, cough assist training Stoma care, Skin care management, Eye medication, Inhalers, Effective record keeping.
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	35
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	21
No. of staff working towards the required/recommended qualification	14
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 providing personal care and regulated activities to vulnerable adults within the community. Responsible for the support with medication, meal preparation, use of equipment, reporting and recording of daily visits and tasks. Providing handovers to work colleagues and management team. Working along side health and other professionals to ensure the health safety and well being of people who are in receipt of care.
Filled and vacant posts	
No. of staff in post	35
No. of posts vacant	10
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	15
Health & Safety	31
Equality, Diversity & Human Rights	28
Manual Handling	30
Safeguarding	33
Dementia	33
Positive Behaviour Management	0
Food Hygiene	31
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection control, equal opportunities, palliative care, medication, 1st aid, Fire safety, Duty of care, Challenging behaviour, complaints, emergency first aid at work, tilt turn table training, Wound care, Training for overseas nurses, peg feeding - pump and cover of gastrostomy fuse, Epilepsy, Vagal nerve stimulation, Buccal midazolam, Safeguarding of adults, pressure sore awareness, Oral care, cough assist training Stoma care, Skin care management, Eye medication, Inhalers, Effective record keeping.
Contractual Arrangements	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	35
Staff Qualifications	
No. of staff who have the required qualification	21
No. of staff working toward required/recommended qualification	14

Service Profile

Service Details

Name of Service	Spectrum Healthcare
Telephone Number	01495617718
What is/are the main language(s) through which your service is provided?	English Medium
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?	51
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	20.31

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Our Service Users are at the heart of our service provision and their views are of paramount importance. In addition to maintaining regular contact with our Service Users through telephone calls and during spot checks and competency visits we undertook two formal consultations by distributing questionnaires to all our Service Users to complete, enabling them to express their views of the overall service in a confidential manner.</p> <p>Regular reviews are also undertaken, each involving individuals, their families and other and healthcare professionals involved in their care to ensure that they are engaged and involved in the provision their own care. Evaluating individual service requirements and gaining feedback in this way enables us to ensure that the service being delivered is in line with the needs of the individual.</p>

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	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.

Spectrum strive to ensure strong relationships are built between the person being supported, their family, representatives and care staff, as evidence suggests that good care and support stems from strong relationships. The challenge is to how to apply skills, training and knowledge to support older and disabled people and those with mental health issues without taking over their lives and reducing their autonomy. A shared vision is needed so that it places the individuals needs at the centre, whatever the setting so that all individuals in receipt of care can say that they have choice and control, they can live the life they want and is supported in doing so, that they feel safe and supported by competent care staff and that they are supported to gain the information and advice to stay healthy and independent. This is achieved through involving the individual, their families' representatives and any other professional that might be involved with the individual in setting up the package of care, working to their wants and needs, we also welcome positive and negative feedback through regular reviews and questionnaires. Following the initial assessment we arrange to meet after six weeks to see if everything is working well, to identify if agreed outcomes are being met and if there are aspects of the care provision that might not be working. We ensure all information, including our statement of purpose and all contact information is accessible to the individual in their preferred format. We also support individuals by signposting and providing information for accessing outside services and support. We respond and act on any queries and concerns an individual may raise and keep them updated during investigation process to ensure the individual is confident that they are being heard and treated with respect. We asked during the last Quality review if individuals would like to comment on their overall experience, please read the following, 'The staff are amazing' ' All the girls and company are good', ' Staff are all giving excellent care, well informed and well trained', 'Always helpful caring and supportive'.

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.

Well-being is a positive state experienced by individuals, similar to health, a resource for daily life which is determined by social, economic and environmental conditions. It is essential to a persons well-being and dignity that they are seen as individuals with experiences, aspirations and opinions. Every individual should feel valued and be offered opportunities and support to express themselves. Life is not without risk and as care workers we support individuals with taking opportunities, expressing themselves, with feeling in control with a purpose and sense of belonging. Individuals we support are empowered to reach their full potential when taking risks that are agreed, monitored, and reviewed. Spectrum believe that continuity of care is vital for individuals to feel comfortable and confident with discussing any concerns they might have, and continuity of care can identify any changes in how the individual usually is to any signs or symptoms of new conditions. Staff receive full training to provide them with the tools to support individuals effectively and appropriately, they are monitored and supported in the community and competency-based assessments are carried out when working with individuals. Staff receive regular supervisions whereby we work through policies and procedures; we also incorporate outcomes to ensure our staff are aware that the support being provided is measured on how effective we work to achieve positive outcomes and experiences for the individual. We often need to involve other professionals to support with daily living and overall health and wellbeing such as GP, Occupational Therapy, Sensory Team, Speech and Language therapy, Community Nurses, Community Mental Health Team, Housing. Managers at Spectrum are all competent with making referrals in support of people who use our services.

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

Spectrum have systems in place to support and protect individuals who use services from abuse and neglect. Spectrum have designated managers in place to support with the safeguarding of vulnerable adults who also make referrals to other professionals when needed. When we identify that an individual is subject to any form of mistreatment, we ensure we have the information before us to refer. Social isolation for care givers is a factor tied to abuse and we have identified these cases when working in the community. Families are often unaware of their own stress or behaviours when caring for relatives which can have a major impact on both. With the right approach and the appropriate community support services we have found that effective and positive outcomes can be achieved. We support, encourage, and empower individuals through available community links such as Age UK or Senior Centres to participate in programs, meet with other likeminded people or engage in activities. This supports with the harmful effects of ageism, biases against stereotypes about aging that keep us from fully participating as we grow older. Spectrum promote inclusion dignity and respect for all individuals and included in our Quality review questionnaires we asked if people would consider being involved with our recruitment either by sitting in on our recruitment panel or maybe suggesting something they thought would help with the interview questions. The elderly have many life skills and experiences which should be shared and valued. The feedback we received this time was very positive in that some people stated they would like to be involved. Some of the comments as follows, 'yes I would be eager to and offer my opinion' 'Yes definitely'

All staff are trained, monitored, and supervised on a regular basis and encouraged and supported to be open and transparent in the way they work, record and report. Staff must be well trained, supervised and supported to ensure people they care for feel safe from the service they receive. Spectrum staff are trained, competent and confident when identifying potential abuse, harm or neglect and report to a senior manager, for them to act effectively and in a timely manner.

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)	29
--	----

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	2
No. of posts vacant	0	

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	2
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety 1 Duty of Care 1 Complaints Handling 1 Medication Awareness 2 Dignity, Privacy and Respect 1 First Aid Awareness 1 Coronavirus Awareness and Infection Control 1 Diabetes Awareness 1 Palliative and End of Life Care 1 Oral Health 1 Pressure Sore Awareness 1

Contractual Arrangements

No. of permanent staff	2
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)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
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
---	----

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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Safeguarding Levels 1/2/3 - Personal Care Awareness - Self Harm Awareness - Slips, Trips and Falls Awareness - RIDDOR Awareness - Risk Assessment Awareness - Pressure Care and Moisture Legion Awareness - Person Centered Awareness - Oral Health Awareness - Infection prevention and Control Advanced in Care - Medication Management - Mental Capacity Act and DOLS - Palliative and End of Life Care - Action Falls Training - Effective Supervision - Fit and Proper Persons Employed in Care Level 4 - Safe Administration of Medication - Legionella Awareness - Dignity, Privacy and Respect - Understanding Anaphylaxis - Duty of Care - Verification of Death - Information Governance / Caldicott Principles - Complaints Handling
<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)	0
No. of part-time staff (17-34 hours per week)	1
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 social care worker	1
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</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	26
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	9
Health & Safety	24
Equality, Diversity & Human Rights	26
Manual Handling	22
Safeguarding	26
Dementia	26
Positive Behaviour Management	15
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Coronavirus and Infection Control (24) Dignity, Privacy and Respect (26) Duty of Care (26) Emergency First Aid (26) Fire Safety (26) Legionella Awareness (15) Mental Capacity Act and DOLS (26) Palliative Care (26) Person Centered Care (26) Pressure Sore Awareness (15)</p> <p>Specialised training - Wound care, Peg Feeding, Epilepsy, Vagal Nerve Stimulation, Buccal Midazolam, Oral Care, Stoma care, Skin Care Management, Eye Medication, Inhalers</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	0
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	26
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	8
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No