

# 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:	Step-A-Side Company Limited	
The provider was registered on:	07/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Woodland View	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	07/08/2018
	Responsible Individual(s)	Mark Carwardine
	Manager(s)	Aaron Thorley
	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	We identify the training needs of staff through a combination of methods, including: Individual appraisals / Regular meetings with staff to review their performance and development needs. Surveying staff to identify common training needs across the workforce through GAP analysis, and identifying mandatory training requirements. We provide training courses and workshops on-site, delivered by internal or external trainers; Send staff on training courses / workshops and provide coaching/mentoring.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Reg73 reports on staffing sufficiency. To retain staff, we provide opportunities for staff to develop their skills and advance their career within the organization. Offering a salary and benefits package that is competitive with similar organizations in the sector. Flexible working arrangements. Creating a positive and supportive work environment that promotes teamwork and recognition of staff achievements. Offering support for staff wellbeing through free counselling.

## Service Profile

### Service Details

Name of Service	Woodland View
Telephone Number	01291673262
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None.

## Service Provision

### People Supported

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

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	5896

### 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?	<p>Consultation with children accommodated is an essential part of our service provision and ensures that our services are designed and delivered to meet the needs and expectations of the children, their families and the placing authorities. Regular surveys of the children to gather feedback on their experiences of using the service. Focus groups to explore specific issues related to the service and to gather more detailed feedback. Children's involvement in service planning. We have involved children in the evaluation of the service to gather feedback on its effectiveness and identify areas for improvement. We also invite children to contribute to staff meetings and involvement in the staff recruitment process for the home.</p>

### 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?	0
How many bathrooms have assisted bathing facilities?	0
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	Woodland View has a large outdoor area for children to access; wild meadows and flat area for football / swings / trampoline etc.
Provide details of any other facilities to which the residents have access	None.

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

I believe that the children accommodated at Woodland View feel that their voices are heard, that they have choice about their care and support and are provided with opportunities for them to thrive: We achieve this through Person-centered care planning; working with the children to understand their needs and preferences and creating care plans that reflect their goals, values, and preference. We involve children in the development and review of their Personal plan to ensure that their voice is heard and their choices are respected. We encourage regular communication with the children, including feedback on their care and support; through regular meetings, surveys, or focus groups. Children are supported to help them make informed decisions about their care and support; with the staff team providing information, advice, and guidance about available options and their potential consequences. We involve service users in the design and delivery of their care and support, including opportunities to provide feedback and make suggestions. We ensure children have access to relevant information about their care and support, including available services, support networks, and advocacy services; And we provide clear procedures in place for children to provide complaints or feedback about their care and support, including a process for responding to and resolving complaints.

During my Regulation 73 visits I always make effort to speak with each of the children and establish their views about the care and support that they receive and the feedback is generally really positive.

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.

Woodland View supports the children to lead happy, healthy and active lives; the children are provided with very bespoke support to encourage their intellectual, social and behavioural development. In conjunction with the Psychology team, Step-A-Side have developed a research informed Model of Care based on the DART (Developmentally Informed Attachment Risk and Trauma) Framework. The staff team receive regular training from the Psychology team in how best to support children who have high ACEs scores and have experienced significant trauma in early life; utilising PACE approaches and the result is a very stable, therapeutic environment for the children to grow and flourish. Children are supported with educational provision off site, but where required, as an interim measure or to supplement part-time provision, additional specialist tutoring is provided to ensure educational progression.

On my Regulation 73 visits I am always sure to ask the children about whether they are happy and the feedback is generally 'Yes!' They voice to me that they feel supported and that they have plans and ambitions which the team are keen to help them achieve.

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

Ensuring the safety and well-being of the children in our care is our top priority at the Woodland View. We have implemented rigorous safeguarding policies and procedures to create a safe and protective environment for all children. Our staff is highly trained and committed to creating a nurturing and supportive atmosphere where children can thrive. We take any concerns about abuse or neglect seriously and respond promptly and appropriately. We work closely with local authorities, including social workers and healthcare professionals, to ensure that we are providing the highest standard of care for our children. At Woodland View, we strive to create a safe and secure environment where all children feel protected and valued.

During my Regulation 73 visits I always make a point of asking the children if they feel safe and they confirm that this is the case. I have observed instances where colleagues have taken prompt action to safeguard the well-being of children and to manage concerns professionally and in accordance with the all Wales safeguarding procedures.

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

At Woodland View, we are committed to providing high-quality accommodation that best supports the wellbeing and personal outcomes of the children in our care. Our accommodation is designed to be safe, comfortable, and welcoming, with all the necessary amenities to meet the needs of our children. We believe that every child deserves a stable and nurturing home environment, and we work closely with each child to ensure that their individual needs and preferences are met. We provide a range of support services, including educational support, access to weekly psychology services, a full and varied activity programme to help each child achieve their full potential and develop the skills they need to succeed in life. Our team is dedicated to creating a supportive and positive environment where children can thrive and achieve their personal goals. At Woodland View, we are committed to providing the highest standard of care, accommodation, and support to help every child reach their full potential.

Woodland View is a large modern home on a big plot of land which allows for plenty of amenity for the children to play and explore.

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
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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>	
	<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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Infection, prevention & control	1

Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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>	

Filled and vacant posts	
No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Infection, prevention & control	4
Manual Handling	4
Safeguarding	4
Medicine management	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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.	3 x Rota lines. Early shifts, late shifts and sleep-in shifts. Rota pattern Late / Sleep-In and Early .
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	2
Other 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	6
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	A full suite of training is provided for all staff members at induction and on-going with annual refreshers.

#### Contractual Arrangements

No. of permanent staff	6
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)	6
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.	3 x Rota lines. Lines Late / Sleep-In and Early. 3 staff on per line.
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#### 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	3

Domestic staff

Does your service structure include roles of this type?	No
Catering staff	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No