

# 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:  | True Focus Care LTD   |  |
| The provider was registered on:                         | 21/10/2020  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Melyn Rose House  |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Childrens Home                                     |
|   | Approval Date   | 21/10/2020   |
|   | Responsible Individual(s)                                   | Tina Hawkins                                       |
|   | Manager(s)  | Jacqueline Cooper                                  |
|   | 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 | Training and development plan is in place for staff continual professional development. Staff complete their QCF level 3 in Health & Social Care. A monthly subscription is paid for eLearning and webinars for all staff employed. We also commission in Face-to-face training TRM Practitioner, Positive Behavioural Management and First Aid, any training identified by staff will be sorted and commissioned. We are able to access Swansea City Council training . |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | We have advertised any job vacancies on various websites. We fully recognise that our staff team forms the essential strength of our service and we are committed to supporting individual growth and development for our employees. By providing training, regular supervisions and support our staff feel valued. We do not have a large turn over of staff. We have only had one member of staff leave during the last financial year.                                |

## Service Profile

### Service Details

|  |                  |
|--|------------------|
| Name of Service  | Melyn Rose House |
| Telephone Number   | 01792936145      |
| 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? | 10 |
|--|----|

### Fees Charged

|  |      |
|--|------|
| The minimum weekly fee payable during the last financial year? | 3806 |
| The maximum weekly fee payable during the last financial year? | 3922 |

### 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? | Discussions take place with the young peoples Social Workers on the service being provided to the Young People. Personal outcomes for each child are discussed. The children have the opportunity to express their views in weekly children's meetings. There is a complaints procedure in place. Commissioners audit the home. |

### 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?                       | 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    | Patio area and front and back garden.                   |
| Provide details of any other facilities to which the residents have access | All YP's have access to the communal areas of the home. |

### 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.

YP have 24-hour support from staff where they can have the opportunity to discuss their wishes and feelings. When YP's are accommodated at MRH information from the local authority care plan, meetings held with YP's, professionals and family members about the YP's care and support is gathered and an about me book is compiled which in an ongoing document evidencing the YP's preferred support and wishes. YP have keyworker meetings where the keyworker gives them opportunities to discuss how they are feeling and what support YP feels they require from staff in being able to express their emotions and looking after their well-being. Staff will promote and encourage YP to understand their emotional and health needs by providing YP with opportunities of open discussions. Staff will promote signs of safety with YP to encourage their awareness of risks to themselves. The staff support YP to engage in preferred activities to integrate within the community. The home work's very closely with education to work on an education plan for YP to be integrated back into mainstream school where possible. Staff support YP to positively engage in education so that they can achieve their educational goals. Incentive reward charts will be used to encourage YP to engage. Weekly children's meetings are carried out to obtain the YP's views and future planning from these weekly planners and rewards chart are completed with input from YP. The home promotes the YP's to attend LAC reviews, pathway planning reviews. The YP's are provided with information around making a complaint and how to access an advocate if they wish to do so. Staff at True Focus Care can be an advocate for children and young people living in the home to support them to have their voices heard. However, there may be circumstances that an independent person may be required the children/ young people will be supported to access advocacy services.

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.

Staff register YP at the local GP, we ensure that Health, dental and eyesight checks are carried out as per RISCA regulations. An individual health plan is completed for YP it details all the support that YP requires from staff and all health professionals involved in YP care. YP are supported and transported by staff to attend any appointments, and an independent living programme will be completed as part of YP independent pathway plan. Safety plans are developed along with the YP and professionals to support the staff and YP in positive risk taking to enable them to develop their social and behavioural development into adulthood. YP are involved in the weekly meal planning of the home where a healthy balanced diet is encouraged. The home work's closely with all those involved in the YP care to promote their health and well-being. Within the home we use the TRM model of care and staff adapt a PACE approach when supporting the YP's around their emotional behavioural needs, we have structured safety plans in place that details what staff need to follow to support the YP when emotional dysregulated.

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

True Focus Care is committed to promoting and prioritising the welfare, health and development and protection from harm of children placed in our care. Child Protection is central to our operational philosophy and ethos of the organisation and in all cases where child abuse is alleged or suspected relevant information is accurately documented and shared with required parties.

All child protection matters are initially dealt with by relevant inter-agencies under section 47 of the Children Act 1989 in accordance with further direction from Section 6 of Social Services and Well-being (Wales) Act 2014. Staff are required to undertake a DBS check before commencing work at True Focus Care to ensure they are safe to support the children placed in our care. All risk assessments are formulated using information obtained from Social Services (Care Plan), the child, parents, carers, previous placement etc. The child's/young person's risk assessment document is reviewed and updated by the key worker at regular intervals during placement. This plan is also updated in every LAC review or pathway planning review. The responsible individual carries out regulation 73 visits and has an opportunity to speak to the young people on a 1-1 basis around any concerns that the YP may have if there are concerns raised then the above procedure is followed. The YP'S have weekly keyworker meetings and children's meetings to discuss any concerns. Having the 1-1 opportunity enables the YP to feel listened too and builds trusting relationships to allow them to feel safe. MRH works as part as an MDT with other professions regarding any concerns that may arise.

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

Within the home the staff provide a nurturing homely environment, YP are included in the decision-making process regarding the opportunities to socialise and maintain a safe teenage lifestyle, any planned activities are prearranged and authorised where appropriate to ensure that YP remains safe. YP have access to support staff 24 hours a day to ensure that they have opportunities to talk about any concerns they may have. True Focus Care aim to work closely with YP to develop positive relationships to encourage them to speak openly and share their personal experiences. This supports staff to risk assess and encourage YP in remaining safe within the home and in the community. The trauma recovery model is followed by staff providing consistency, clear boundaries and consequences for YP so that trusting positive relationships can be built. An about me book is completed with the YP'S on admission this details all information from their local authority care plan and input from YP on how best we can support them. This is reviewed regularly along with their care plan with input from YP, family and professionals involved. YP'S are encouraged to attend any reviews they have and contribute their wishes and feelings within these meetings. Arrangements for contact, and any restrictions in contact, are agreed with the Local Authority prior to admission. We will record details of contact visits within accordance with the regulations, these will form part of the case record and be available to the Local Authority. We keep the Local Authority informed of our views on the contact arrangements. The home works very closely with education/training or employment to work on positive outcomes for the YP. YP are encouraged to meal plan in which healthy options will be encompassed within weekly recipe sourcing. YP home have the flexibility to incorporate productive recreational activities while maintaining structured routines within their day-to-day life. True Focus Care aim is to ensure that YP is active and engaged in varying opportunities to ensure their essence of belonging is achieved. YP have the opportunity to attend the children meeting every week to have input of the running of the home. YP have a structured day on their weekly planner where they are supported to clean their room and carry out other independent living skills. We provide positive feedback and reward's/positive agreement for YP to achieve positive outcomes.

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 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 0

Positive Behaviour Management 1

Food Hygiene 1

|   |  |
|---|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Completed QCF level 5 Residential management C<br>hildren and YP<br>Appropriate Adult<br>TRM Practitioner<br>Attachment Theory<br>PACE<br>Staff Appraisal Skills<br>Domestic Violence<br>Child Protection/ Safeguarding level 3<br>Named Safeguarding Person<br>Disclosure and barring service awareness<br>DBS certificate<br>Contextual Safeguarding Champion<br>Managing People Awareness<br>Supervision<br>Risk assessment<br>Care planning<br>Conflict Resolution<br>Fire training<br>ACES<br>Professional boundaries<br>Risk assessment<br>DOLS<br>Lone working<br>First Aid |
|---|--|

**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 |
|---|-----|

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                           | 0 |
| Positive Behaviour Management      | 1 |
| Food Hygiene                       | 1 |

|   |  |
|---|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Contextual Safeguarding<br>Appropriate Adult<br>TRM Practitioner<br>Attachment Theory<br>Staff Appraisal Skills<br>Domestic Violence<br>Managing People Awareness<br>Contextual Safeguarding Champion<br>Supervision<br>ACES<br>PACE<br>Fire Safety<br>Risk assessment<br>PBM Practical<br>First Aid<br>Professional boundaries<br>Risk assessment<br>Care planning<br>DOLS<br>Lone working<br>First Aid |
|---|--|

#### 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  |
| Nursing care staff  |   |
| Does your service structure include roles of this type?   | No  |
| Registered nurses   |   |
| Does your service structure include roles of this type?   | No  |
| Senior social care workers providing direct care  |   |
| Does your service structure include roles of this type?   | Yes   |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>  |   |
| Filled and vacant posts   |   |
| No. of staff in post  | 1   |
| No. of posts vacant   | 0   |
| <p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p> |   |
| Induction   | 1   |
| Health & Safety   | 1   |
| Equality, Diversity & Human Rights  | 1   |
| Infection, prevention & control   | 1   |
| Manual Handling   | 1   |
| Safeguarding  | 1   |
| Medicine management   | 1   |
| Dementia  | 0   |
| Positive Behaviour Management   | 1   |
| Food Hygiene  | 1   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | <p>QCF 3 Health &amp; Social Care Children and YP<br/> TRM Practitioner<br/> Attachment Theory<br/> Care Certificate<br/> Child Sexual Exploitation Awareness<br/> PBM Practical<br/> Fire Safety<br/> ACES<br/> PACE<br/> Professional boundaries<br/> Risk assessment<br/> Care planning<br/> DOLS<br/> Lone working<br/> First Aid</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   |
| 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 12 hour shifts per week<br>2 members of staff |
| Staff Qualifications   |   |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker   | 1   |
| No. of staff working towards the required/recommended qualification  | 0   |
| 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   | 8   |
| No. of posts vacant  | 1   |
| Training undertaken during the last financial year for this role type.<br><br>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  | 8   |
| Equality, Diversity & Human Rights   | 8   |
| Infection, prevention & control  | 8   |
| Manual Handling  | 8   |
| Safeguarding   | 8   |
| Medicine management  | 8   |
| Dementia   | 0   |
| Positive Behaviour Management  | 4   |
| Food Hygiene   | 8   |

|   |   |
|---|---|
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   | First aid<br>Lone Working<br>Transgender Awareness<br>Contextual Safeguarding<br>TRM Practitioner<br>Attachment Theory/PACE<br>ACES<br>First aid<br>Lone working<br>Planning activities and Risk assessment<br>Communication and recording<br>Care planning<br>CSE Awareness<br>Mental well being.<br>Professional boundaries<br>Internet safety<br>Person centred care<br>Diet and Nutrition<br>Dignity privacy and respect<br>Key working<br>Radicalisation<br>Child development<br>Equality diversity and human rights<br>Childcare legislation<br>Bullying<br>Complains handling awareness.<br>Self-Harm<br>Drug and Alcohol awareness. |
| <b>Contractual Arrangements</b>   |   |
| No. of permanent staff  | 5   |
| 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   | 3   |
| <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)   | 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. | 4x 12-hour shifts<br>2 members of staff on shift  |
| <b>Staff Qualifications</b>   |   |
| 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   | 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 |
|--|----|