

# 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:  | TY CAREDIG LTD  |  |
| The provider was registered on:                         | 16/02/2022  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Ty Caredig  |  |
|   | Service Type  | Care Home Service                                  |
|   | Type of Care  | Childrens Home                                     |
|   | Approval Date   | 16/02/2022   |
|   | Responsible Individual(s)                                   | Jonathan Freeman                                   |
|   | Manager(s)  | Hayley Thomas                                      |
|   | 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 | <p>Extensive induction programme<br/>Mandatory and Specialist training to complete as part of induction .<br/>Training Hub access for staff to complete in line with policy.<br/>Specialist training focused on Therapeutic support and the model of care as part of the statement of purpose.<br/>Refresher training for therapeutic support with the company therapist.<br/>Self-Harming behaviour, emergency first aid due to the needs of the young people in the home .<br/>Team Supervisions.</p>                              |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | <p>Responsible individual completes a by phone checking with any new social worker/ commissioning team when a new young person has been placed at Canola House.<br/>Extensive questionnaires sent to social workers, family members, IRO's or any further identified support to the individuals accessing the service.<br/>Regulation 80 reviews completed six monthly.<br/>Regular feedback from the young people is completed by the home manager with – What matters to me discussions available monthly to the young people.</p> |

## Service Profile

### Service Details

|  |                |
|--|----------------|
| Name of Service  | Ty Caredig     |
| Telephone Number   | 07909104079    |
| What is/are the main language(s) through which your service is provided? | English Medium |

Other languages used in the provision of the service

Two members of staff are fluent in Welsh.

#### Service Provision

##### People Supported

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

6

##### Fees Charged

The minimum weekly fee payable during the last financial year?

5500

The maximum weekly fee payable during the last financial year?

9000

##### 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?

In the last Financial year, the RI has Liaised with all Social workers of the young people at TY CAREDIG to ascertain feedback on the care being provided by the service both verbally and in person.

- Feedback surveys are sent to Social Workers.
- Feedback surveys are sent to family.
- Feedback surveys completed by young people.
- Feedback surveys sent to Advocates.
- Wellbeing days, where encouragement of input from young people, staff and professionals is asked for.

##### 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

Young people at Ty Caredig have access to a large outside space, consisting of a decking and Astro turf area, with comfortable seating arrangements. In the outside space there are a number of outside activities available for the young people to take part in. For example trampolining, swing ball, football, basket ball.

Provide details of any other facilities to which the residents have access

The young people have access to, two large living areas. The one living area has a number of indoor activities such as, table football, air hockey, pool, boxing/bunch bag, board games, and games various consoles.

##### 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.

All young people complete a Wellbeing and what matters to me meeting with the home manager, monthly. The home manager shares this with social workers and anyone working with young people. What matters to me discussions are incorporated as part of young peoples planning for personal outcomes, goals, and targets – if deemed appropriate.

Weekly house meetings encourage feedback from the young people. Young people are an active part of planning the agenda for the meeting. All staff support young people with planning and feedback surrounding any discussions in house meetings. Outcomes of house meetings are revisited at the beginning of the following house meeting.

Monthly progress reports include a discussion with young people about reflecting on their care and support, personal plans – behaviour strategies and risk assessments.

The company therapist promotes involvement and inclusion of young people in planning/ support and care surrounding their lives.

All young people in the home are supported to have access to an advocate. When a young person has an advocate – the home supports the young person to access their support, shares information around pending CLA reviews.

Home development day took place in March. Young people were part of this day and were able to share their views surrounding rules, policies, personal documents such as personal plans.

The home manager has created a home development plan with planning about actioning the outcomes from the development day.

Key workers support young people to complete direct work prior to any CLA meetings. Young people are then supported to relay this information to social workers, family members, IRO's.

Behaviour support plans promote the use of Curiosity as part of PACE with young people. Curiosity is incorporated into conversations with young people when they raise any concerns or requests. Empathy is also part of the PACE model. All staff are encouraged to use active listening and empathy and act on supporting young people with their concerns/worries or requests.

The home manager promotes an open-door policy for young people.

When placement planning takes place for a new placement– young people are part of this planning. Personal plans are designed to support young people's views, wishes and feelings. Examples of this include education that is suitable to young people's needs - home education we offer Academy 21 online tutoring. This has been important for 2 young people due to their mental Health needs.

|   |  |
|---|--|
| <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>All young people at the home report to be happy. Young people are encouraged to be involved in making Canola House a homely environment. Young people's bedrooms are decorated to their choice and taste to maximise being settled and comfortable. Any concerns that arise – young people are made aware that staff with support them to overcome any difficulties/ concerns or worries. All young people have made excellent progress at Canola House – CLA reviews discussions, actions and outcomes reflect this. PACE model supports young people's views, wishes and feelings being an important part of their care and support. Key workers support young people to reflect on their care, support and time living at Canola House.</p> <p>All young people in line with legislation are signed up to local GP surgeries, dentist, and opticians within the first week of being at Canola House. All young people have a health plan in place that monitors any necessary appointments, intervention, external services involvement such as CAMHS. Personal plans ensure that appropriate information is available for all to be certain of additional health needs a young person may have. The home manager monitors the health and well being of young people – thorough ensuring appointments are up to date, consultation with health professionals such as LAC health.</p> <p>A further important part of health in the home is the self-care of young people. Routines are promoted to ensure young people shower and take their oral health seriously.</p> <p>Development of young people is promoted in line with their needs/developmental stages, cognitive ability/mental health needs. All young people can access therapeutic services in the home. The therapeutic model of care promotes therapeutic input for the young people. Any concerns that arise relating to a young person is recorded effectively, sent to the social worker- consultation between the social worker and home manager explores the next action for the young person.</p> <p>Actions are put in place by the LAC health nurse the home manager ensures that these tasks are carried out.</p> <p>A healthy and varied diet is promoted at Canola House. A log is completed for each young person surrounding their daily water consumption.</p> <p>Well being check ins are completed by the home manager. Key working promotes use of the well being wheel. Young people have their intellectual well being promoted through ensuring they have access to leisure activities, days out and attend any clubs / hobbies should they wish.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p>   | <p>Young people at Canola House refer to it being their safe place and home.</p> <p>Personal plans reflect when young require additional support to keep themselves safe.</p> <p>Young people are included in this – direct work and key working is encouraged to support young people to understand choices or actions by the home to keep them safe.</p> <p>Family contact plans in place to support any potential risks with family – example staff at the home support with supervised contact.</p> <p>Regular debriefs are completed when any incident or safeguarding concern should arise.</p> <p>All young people are encouraged to have voice and control as part of their personal planning.</p> <p>Responsible individual speaks with the young people when visiting the home.</p> <p>In house bullying policy and complaints policy for young people is accessible.</p> <p>Staff support young people's engagement with each other at all times.</p> <p>Young people's personal hygiene, self-care, routine, and environments are monitored within the home.</p> <p>Behaviour strategies are supported by the company therapist who consults with the home manager monthly. Young people have a reward system in place that promotes positive engagement such as completing direct work/ key working to learn about themselves/ their behaviour.</p> <p>The company therapist shares appropriate resources for supporting young people in the home – example self-harm.</p> <p>Monthly progress reports reflects on how the young people have made positive improvements within a month period.</p>  |

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

All personal plans reflect young people's wellbeing and personal outcomes.  
 Key working is targeted to support wellbeing / wellbeing wheel.  
 Company therapist shares hints and tips to support young people with any of their complexities or current difficulties.  
 Company therapist creates monthly therapeutic input to best support young people – this is included in monthly progress reports and is reflected in behaviour strategies.  
 Key working plans in the home support young people to plan their goals and targets to meet their personal outcomes.  
 Key working system allows young people to explore what personal outcomes they would like to work towards at the beginning of each month.  
 Key workers support young people and target key working to promote their personal outcomes.  
 Direct work folders are used to support young people to plan what is important to them as individuals.  
 Outcomes stars are used each month to support young people to track their progress.

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) 0

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.<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  | 2   |
|                                 | Health & Safety  | 2   |
|                                 | Equality, Diversity & Human Rights   | 2   |
| Infection, prevention & control | 2  |     |
| Manual Handling                 | 2  |     |

|  |   |
|--|---|
| Safeguarding   | 2   |
| Medicine management  | 2   |
| Dementia   | 0   |
| Positive Behaviour Management  | 2   |
| Food Hygiene   | 2   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.  | Report and Recording 1 member of staff<br>Therapeutic Training 1 member of staff<br>COSHH 1 member of staff<br>Fire Safety 1 member of staff<br>Team Teach 1 member of staff<br>CSE Awareness 1 member of staff<br>Global Child Pornography 1 member of staff<br>Emotional Regulation 1 member of staff<br>Domestic Abuse 1 member of staff<br>Understanding Trauma 1 member of staff<br>Managing Big Emotions 1 member of staff<br>Personality Disorder 1 member of staff<br>County Lines 1 member of staff<br>Trauma 1 member of staff<br>QCF level 4/5 1 member of staff |
| <b>Contractual Arrangements</b>  |   |
| 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   |
| <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)   | 2   |
| 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  | 1   |
| <b>Deputy service manager</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>   |   |
| <b>Filled and vacant posts</b>   |   |
| No. of staff in post   | 1   |
| No. of posts vacant  | 0   |
| <b>Training undertaken during the last financial year for this role type.</b>  |   |
| Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'. |   |

|   |  |
|---|--|
| Induction   | 2  |
| Health & Safety   | 2  |
| Equality, Diversity & Human Rights  | 2  |
| Infection, prevention & control   | 2  |
| Manual Handling   | 2  |
| Safeguarding  | 2  |
| Medicine management   | 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.                       | report and Recording 2 People Trained<br>Therapeutic Training 2 People Trained<br>COSHH 2 People Trained<br>Fire Safety 2 People Trained<br>Team Teach 2 People Trained<br>CSE Awareness 2 People Trained<br>Global Child Pornography 1 Person Trained<br>Emotional Regulation 1 Person Trained<br>Domestic Abuse 1 Person Trained<br>Understanding Trauma 1 Person Trained<br>Managing Big Emotions 1 Person Trained<br>Personality Disorder 1 Person Trained<br>County Lines 1 Person Trained<br>Trauma 1 Person Trained<br>1 Member of staff enrolling on QCF level 4 |
| <b>Contractual Arrangements</b>   |  |
| 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  |
| <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)  | 2  |
| 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               | 0  |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0  |
| <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   |

|   |  |
|---|--|
| Senior social care workers providing direct care  |  |
| Does your service structure include roles of this type?   | Yes  |
| <p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>  |  |
| <p>Filled and vacant posts</p>  |  |
| No. of staff in post  | 3  |
| 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.   | <p>Report and Recording 4 Persons Trained<br/> Therapeutic Training 4 Persons Trained<br/> COSHH 4 Persons Trained<br/> Fire Safety 4 Persons Trained<br/> Team Teach 4 Persons Trained<br/> CSE Awareness 4 Persons Trained<br/> Global Child Pornography 4 Persons Trained<br/> Emotional Regulation 4 Persons Trained<br/> Domestic Abuse 4 Persons Trained<br/> Understanding Trauma 4 Persons Trained<br/> Managing Big Emotions 4 Persons Trained<br/> Personality Disorder 4 Persons Trained<br/> County Lines 4 Persons Trained<br/> Trauma 4 Persons Trained<br/> QCF level 3 being completed by one member of staff.<br/> 2 Team Leaders enrolling on their QCF Level 4.</p> |
| <p>Contractual Arrangements</p>   |  |
| 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  |
| <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)  | 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.

4 Members of staff working each shift including the Team Leader / Senior Carer.  
Shift pattern consisting of two shifts on, four shifts off, for example.

Monday 09.00am - 23.00pm, Sleep.  
Tuesday 08.00am - 23.00pm, Sleep.  
Wednesday 08.00am - 09.00am (Rest Day)  
Thursday (Rest Day)  
Friday (Rest Day)  
Saturday (Rest Day)

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

1

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

17

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

17

Health & Safety

17

Equality, Diversity & Human Rights

17

Infection, prevention & control

17

Manual Handling

17

Safeguarding

17

Medicine management

17

Dementia

0

Positive Behaviour Management

17

Food Hygiene

17

|   |  |
|---|--|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Report and Recording 17<br>Therapeutic Training 15<br>COSHH 17<br>Fire Safety 17<br>Team Teach 10<br>CSE Awareness 9<br>Global Child Pornography 9<br>Emotional Regulation 9<br>Domestic Abuse 9<br>Understanding Trauma 9<br>Managing Big Emotions 9<br>Personality Disorder 9<br>County Lines 9<br>Trauma 9<br>9 members of staff have all completed their AWIF<br>8 members of staff working towards their QCF 3. |
|---|--|

|                          |
|--------------------------|
| Contractual Arrangements |
|--------------------------|

|   |   |
|---|---|
| No. of permanent staff                                  | 9 |
| No. of Fixed term contracted staff                      | 0 |
| No. of volunteers                                       | 0 |
| No. of Agency/Bank staff                                | 8 |
| 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)  | 9 |
| No. of part-time staff (17-34 hours per week)       | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |

|  |
|--|
| Typical shift patterns in operation for employed staff |
|--|

|   |   |
|---|---|
| Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift. | 4 Members of staff working each shift including the Team Leader / Senior Carer.<br>Shift pattern consisting of two shifts on, four shifts off, for example.<br><br>Monday 09.00am - 23.00pm, Sleep.<br>Tuesday 08.00am - 23.00pm, Sleep.<br>Wednesday 08.00am - 09.00am (Rest Day)<br>Thursday (Rest Day)<br>Friday (Rest Day)<br>Saturday (Rest Day) |
|---|---|

|                      |
|----------------------|
| Staff Qualifications |
|----------------------|

|  |   |
|--|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 7 |
| No. of staff working towards the required/recommended qualification  | 6 |

|                |
|----------------|
| Domestic staff |
|----------------|

|   |    |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

|                |
|----------------|
| Catering staff |
|----------------|

|   |    |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

|                      |
|----------------------|
| Other types of staff |
|----------------------|

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

