

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:	Tyddyn Mon	
The provider was registered on:	23/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Tyddyn Mon	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/01/2019
	Responsible Individual(s)	Michelle Freeman
	Manager(s)	Tracy Davies
	Partnership Area	North Wales
	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	Staff are expected to undertake a recognised health and social care qualification alongside mandatory and specialist training relevant to the role. Training priorities are based on service objectives, the needs of the people they are supporting and feedback received, skill mix requirements and local and national legislation. Staff are encouraged to take courses for career progression. Goals and objectives are agreed jointly between staff; team leaders and the Registered Manager.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The company has clear adverts and job descriptions that reflect the role. A Refer a Friend scheme is in place. People receiving support are involved in recruitment. For successful candidates, two references are taken up, removed from register list checked, employment gaps queried, an enhanced DBS check undertaken. Regular supervisions take place. The company offers good terms and conditions to staff. All staff have access to a confidential external employee assistance program.

Service Profile

Service Details

Name of Service	Tyddyn Mon
Telephone Number	01248410580
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	No other languages.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	24
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Fees Charged

The minimum hourly rate payable during the last financial year?	16.95
The maximum hourly rate payable during the last financial year?	18.31

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>Feedback is sought from people and their relatives or representatives through a variety of means about the quality of service and their views are recorded and acted upon.</p> <p>Regular opportunities are available for conversations on what matters to individuals. Staff listen to the people they support and their representatives to develop a personalised service that brings quality of life and new opportunities. Any issues identified are progressed in a timely manner by team leaders supported by the Registered Manager.</p> <p>The Responsible Individual speaks to people directly in supported living during house visits at least every three months. People also have conversations with trustees and the senior team at the charity festival and other events.</p> <p>Bilingual and easy read quality assurance questionnaires are circulated at least every six months to people being supported, their representatives, stakeholders and staff. Results are reported to the charity Board and all people supported.</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)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Lip Reading, Pictures, Easy Read Documents

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.

<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>Twenty four people were supported in their own homes over the year, some live with others and some alone. Support plans and outcomes are co-produced with the people receiving support and their representatives and other professionals. People are involved where possible in recruiting their staff support and can request changes to their support and are encouraged to express their views and concerns.</p> <p>Feedback on the support received is sought from the person and their representatives through a variety of means using different communication methods. Regular opportunities are available for conversations on what matters to people. Staff listen to the people they support and their representatives to develop a personalised service that supports positive risk taking. The Responsible Individual speaks to people living in the houses during visits at least every three months and informally regularly.</p> <p>Bilingual and easy read quality assurance questionnaires are circulated at least every six months to people, their representatives, staff and stakeholders. The summary results of the questionnaires demonstrate the extent to which the rights of people who use the service are being met, that people have a voice and are able to actively contribute to decisions that affect their lives. Over the year, 98% of people reported they like where they live and 100% said that staff supported them to plan activities, holidays and take part in volunteering. People are encouraged to develop their interests and take part in activities which are important to them including church visits, sport and exercise, music concerts, theatre trips, holidays (overseas and UK), safari parks, truck shows etc. Support is provided to identify local voluntary work and some volunteer in local charity shops, at a cafe and at the annual charity folk festival.</p> <p>100% of people said are happy with the way they are treated. Comments include "I'm happy", "Good staff", "Staff are great". Over 96% of people have said that they are spoken to in their preferred language and staff are encouraged to learn and improve their Welsh Language skills.</p> <p>All relatives responded that staff support people to express their choices and have control over their lives and that the culture of the company promotes dignity, respect and independence. One commented "The staff go above and beyond to help and support the individuals needs". All stakeholders rated the service management and staff provide as Excellent or Very Good.</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>People are encouraged and supported to maintain and develop positive emotional well-being and maintain their ongoing health. Health support plans are coproduced and reviewed with people, their representatives and other professionals.</p> <p>People are encouraged to contribute to the weekly menu, prep and cook healthy meals where possible and try new recipes. The company held a Slow Cooker competition for people to create nutritional and low-cost meals and share recipes and this was very popular. Those with special dietary requirements are supported to cook meals that meet their needs. People wishing to lose weight are supported with their diet and exercise plan. A healthy eating course was held at Tyddyn Môn farm and this was well received.</p> <p>Staff monitor the health and wellbeing of the people they support and any issues are raised with the team leaders and information logged on the electronic care management system. Positive behavioural plans are implemented if applicable and reviewed.</p> <p>People are assisted to book and go to appointments with the GP, optician, dentist and audiologist and to attend their annual Health Check. Staff request advice from specialist health professionals if required and support people to follow any guidance. People are supported to take their own medication when they want to and if it is safe to do so.</p> <p>People take part in exercise of their choice with 91% of people doing regular exercise suitable for their ability. Many people take part in activities at local gyms and enjoy team sports such as football and rugby. Other activities include swimming, sailing, biking, walking, active woods, nature walks. Weekly outdoor yoga sessions are held at the charity farm and some people living in supported living regularly attend. The company has purchased an all-terrain electric assist wheelchair to enable all to access the countryside.</p> <p>Support if needed is provided to maintain relationships with relatives and friends and establish and build new relationships. People told us, in the quality questionnaires, that staff support them to visit relatives living out of the area. Relatives and friends are invited to celebration events e.g. The Queens Jubilee parties at houses.</p> <p>Staff receive training to enable them to support people to maintain their health and wellbeing, training is provided on specialist topics and this is supported by robust policies and procedures and comprehensive supervision and appraisal.</p>

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

Tyddyn Môn will ensure that individuals receiving support are protected from harm, neglect and abuse. People and their representatives are encouraged to express their views, wishes, feelings and concerns at any time and staff take time to listen to the people they are supporting and use appropriate communication methods.

An enhanced Disclosure and Barring service check is carried out for all newly recruited staff and volunteers and is renewed every 3 years. The Removed from Register list is also checked before any job offer is made.

The company has a robust Safeguarding of Vulnerable adults policy and a suite of related policies including Whistleblowing, Disciplinary, Grievance and Complaints and Compliments. Staff have mandatory safeguarding and health and safety training and this is monitored by senior staff and discussed in supervision s. The service follows the Wales Safeguarding procedures and staff are using the mobile app. In the year, all staff reported in quality questionnaires that they know how to raise concerns about matters affecting the health, safety or wellbeing of people they are supporting. Tyddyn Môn senior management team operate an open door policy. The Board of trustees review any safeguarding incidents or complaints, identify any lessons to be learnt, and notifications are made to the Regulators and Charity Commission.

All people have access to the Complaints and Compliments policy in an easy read format and information is also available for people and their representatives in the easy read Supported Living guide. In quality questionnaires over the year over 85% of people being supported said that they would know how to raise a complaint about their support. Staff will help and support people to make a complaint if they are unable to do this independently.

100% of people being supported in the quality questionnaires said that they felt safe in their home. All relatives also reported that the culture of Tyddyn Môn promotes dignity, respect and independence and that staff support people to express their choices and have control over their daily lives.

Safety on social media has been identified as a priority for the coming year and specialist online training is available in the company for people with a learning disability with their staff support to learn how to stay safe online when they are using social media.

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)	41.50
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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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts	
No. of staff in post	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	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness, Epilepsy, First Aid, RISCA compliance, Supporting People- New Outcome Framework, New Liberty Protection Safeguard, CIW events (rating), CIW event (annual return)
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
<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	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness, Epilepsy, First Aid.
<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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetic training, Epilepsy, RISCA compliance, First Aid, Fire safety, Autism Reality Bus.

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)	2
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	2
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
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	3
No. of posts vacant	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	0
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling passport, Epilepsy, Fire Safety, First Aid

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 to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

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	45
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	17
Health & Safety	21
Equality, Diversity & Human Rights	9
Manual Handling	11
Safeguarding	19
Dementia	0
Positive Behaviour Management	23
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Autism, Autism experience bus, End of Life Care, Staying safe on social media, First Aid, Medication administration, Adminstrating specialist medicines (eg. Buculam, Alcura Amgivita).
Contractual Arrangements	
No. of permanent staff	37
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	8
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)	16
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
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?	No