

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:	Anheddau Cyf	
The provider was registered on:	26/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Anheddau Cyf	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/07/2019
	Responsible Individual(s)	Claire Higgins
	Manager(s)	Susan Hart
	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	During the year we concentrated on Core/Mandatory Training which differentiates between new starters and established staff and Service Specific or Bespoke Training which focuses on individual care plans and incidents. We actively encouraged individual employees to raise training needs. Continuous improvement discussed between employees and their line managers during probation reviews, team meetings, improvement plans supervision sessions and annual appraisal.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Anheddau recruited in line with its policy of employing and promoting the most appropriate employees in a fair and consistent manner free from discrimination whilst exercising its duty under the Social Care Regulatory Framework. The recruitment process from shortlisting to final onboard was underpinned by a process that supported the advancement of candidates to job offer stage who had the knowledge, competence, skills and qualifications to provide the levels of care and support required.

Service Profile

Service Details

Name of Service	Anheddau Cyf
Telephone Number	01248675910
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	English and Welsh are the only languages used however other forms of communication are utilised with the individuals we support i.e makaton

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	134
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.90
The maximum hourly rate payable during the last financial year?	19.69

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We sent out a questionnaire to each individual, and their family or representative.</p> <p>This year the new RI also wrote to all inviting feedback. The RI met with each commissioner and all but 7 of the individuals supported to gain their views on services provided.</p> <p>Managers did unannounced visits to gain feedback.</p> <p>We held Person Centred Reviews where we identified where we have or have not been able to successfully support people to their maximum and where we can do things differently to improve services offered.</p> <p>Families are fully involved and met regularly to consider changes to support.</p> <p>We operate a Commencement of Service (COS) process that identifies steps taken to ensure we know what matters to an individual and how we can best support them.</p> <p>Our Quality Assurance process ensures compliance against the Statement of Purpose and COS including ensuring individuals are supported, enabled and consulted to be part of the design of their support and ongoing review.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Many individuals that Anheddau support are non verbal, yet they all develop a way of communicating. This can be facial and body language, pointing and the use of pictures. PODD and light writer.

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.

Anheddau operates a Commencement of Service process and this identifies the steps taken to ensure when a new service is commissioned that we identify what matters to an individual and how we can best support them. Our Quality Assurance process ensures compliance against the Statement of Purpose and identifies and ensures outcomes have been met through the ongoing review and reassessment and that people have been given the choice and opportunities in the delivery of the support.

We support the individual to choose who to invite to their annual PCP review and through this process they make choices on the life they want to lead and opportunities they wish to pursue. This process also identifies where we've not been able to successfully support an individual to their maximum.

We utilise Active Support as a model enabling individuals to gain skills and live an active and full life.

We utilise information contained within our recording systems to ensure any decisions that are made or action to be taken in respect of an individual we support is informed by the robust information that has been collected. This information is collated from a range of activities including team meetings, PCP reviews and active support monitoring. Graphs are used to monitor individuals participation and outcomes as a way of determining levels of engagement and inclusion in decisions and opportunities. Our internal quality procedure includes unannounced visits. These visits also ensure that the individuals we support are part of the decisions made about their lives and that they are given choices.

Good practice examples include:

1) Supported individuals may experience issues with co-tenants and express a wish to move. In such an instance a discussion and if possible a move would be supported.

2) An advocate would be sought where needed.

3) Staff support individuals to follow the advice of professionals and to communicate their choices to them.

4) Increased independence would lead us to support a discussion with a Social Worker and ensure support provided was safely reduced.

5) Individuals are supported to cook and become involved with meal preparation.

6) Individuals are supported to attend clubs and be an active member of groups.

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.

All individuals are supported to access health care and records kept of all medical or health interventions.

Anheddau has adopted the approach that everyone's health well-being is of equal value be that the individuals we support or the staff employed.

We circulated information regarding well-being and stress which helped staff but also gave them appropriate information to enable discussions with individuals they support.

All individuals are encouraged and supported to attend the annual health check.

Health appointments can cause distress for some so this is managed and risk assessed to ensure distress is reduced. Staff know the individuals well and this helps with identifying issues early to prevent escalation of concern.

Where an individual chooses to decline medical intervention support is provided to ensure this decision is understood and where capacity is possibly affecting the decision support from the MDT is obtained ensuring we are operating within Mental Capacity Act guidelines.

Some good practice examples are:

1) Individuals are supported whilst in hospital and provided with ongoing support post discharge to learn new skills to provide self care.

3) Individuals are supported to manage ongoing medical conditions and access support from professionals. They are supported to ensure they understand information provided.

5) Individuals may be prescribed medication that support staff cannot legal administer we then support them to arrange for the district nurse to attend. Ensuring their health needs are met.

6) OT assessments occur where there is concern around deteriorating mobility and risk of falls. Appropriate equipment would be sourced and individuals supported to ensure safe use.

7) Community Nurses are involved where an individual may present a behaviour of concern and staff are trained to follow plans and protocols.

A number of the individuals Anheddau support have taken part in healthy food courses to develop new skills and greater independence.

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

We have a robust safeguarding policy. Staff receive annual training based on our internal policy and national guidance. Staff are instructed to record and report all incidents and near misses. The Organisation uses the 'My Compliance' electronic recording system to record these. Once an incident is recorded the management team are notified of the incident automatically and can then act immediately. This system is robust as information cannot be deleted once it is entered.

Staff are always very aware to remind individuals of their rights, our effective recording system is used to capture all concerns, this includes body maps and bruising charts.

Staff are issued with Performance Advice notes for non-recording.

We have a number of individuals who make allegations about staff (this is recorded in their risk assessments) this can be very difficult to manage.

We have improved both our Safeguarding Policy and Performance Improvement and Capability Policy to support during such reports.

We have developed a plan to build up the confidence of our staff in respect of Mental Capacity and DOL's.

We have a Quality Assurance process which ensures compliance against all aspects of service Delivery.

The Service Delivery and Safeguarding Group which consists of Trustees, CEO/RI, Head of Service and the Registered Manager meets on a quarterly basis and examines all safeguarding reports.

Examples of good practice:

- 1) During Covid individuals were supported to make choices around vaccination and boosters. Where there were concerns around a persons capacity to decide Best Interest meetings were arranged.
- 2) Staff contact GP's, specialists, community nurses and district nurses for health reviews including supporting access to emergency appointments if there is concern about an individual's health and well-being.
- 3) Support staff encourage individuals to manage their own finances recognising where additional support is needed.
- 4) Where individuals raise concern around any matter it is recorded and dealt with robustly. Where needed we report things to outside agencies with the individuals consent or knowledge.

In line with our Health and Safety policy risk assessments are updated every six months (unless there are issues that arise in the meantime). If any incidents occur staff complete incident reports and risk assessments are updated so the situation is either resolved or managed.

We promote positive risk taking as part of people's rights and choices.

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)	260
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	Infection prevention and control/ COSHH Fire safety: Emergency First Aid At Work level 3 RQF (Highfield ABC): Epilepsy awareness and the safe administration of buccal midazolam: Tissue viability and pressure area care: Bespoke manual handling / Safe moving of people:
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	

Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	43
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	43
Health & Safety	43
Equality, Diversity & Human Rights	43
Manual Handling	43
Safeguarding	43
Dementia	0
Positive Behaviour Management	43
Food Hygiene	43
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Infection prevention and control/ COSHH: 43 Fire safety: 43 Emergency First Aid At Work level 3 RQF (Highfield ABC): 14 Professional practice in health and social care: 4 All Wales induction framework workbook 1- Principles and values: 5 Bespoke WAV training: 27 Bespoke manual handling and Safe moving of people: 25 Bespoke PBS training: 3 ABC charts and analysis: 2 Epilepsy awareness: 2 Dysphagia awareness: 3 Epilepsy awareness and the safe administration of buccal midazolam: 4 Internal AWIF managers training: 6, Self neglect awareness: 1 Accredited L2 understanding substance abuse: 1 Tissue viability and pressure area care: 2 All Wales induction framework workbook 5- Professional practice: 1 All Wales induction framework workbook 7- Health and safety: 1 Care plan specific training</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	43
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)	24
No. of part-time staff (17-34 hours per week)	19
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	43
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?	No
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Other 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	304
No. of posts vacant	52

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	52
Health & Safety	304
Equality, Diversity & Human Rights	304
Manual Handling	304
Safeguarding	304
Dementia	10
Positive Behaviour Management	304
Food Hygiene	304

Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Infection prevention and control/ COSHH: 265 Fire safety: 265 Emergency First Aid At Work level 3 RQF (Highfield ABC): 153 Safe Moving of People N/S- 101 Bespoke WAV training: 60 Bespoke manual handling and Safe moving of people: 60 Bespoke PBS training: 14 Epilepsy awareness: 35 Dysphagia awareness: 57 Bespoke electric wheelchair training: 2 Autism awareness: 26 Epilepsy awareness and the safe administration of buccal midazolam: 28 Hepatitis awareness: 13 Stoma care training- 3 Mental health awareness for frontline staff: 3, Ketamine awareness: 2 Self neglect awareness: 2 Accredited L2 understanding substance abuse: 3 All Wales induction framework workbook 1- Principles and values: 87 All Wales induction framework workbook 3- health and wellbeing: 35 All Wales induction framework workbook 5- Professional practice: 37 All Wales induction framework workbook 6 - Safeguarding: 55 All Wales induction framework workbook 7- Health and safety: 45</p>
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Contractual Arrangements	
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No. of permanent staff	260
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.	
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No. of full-time staff (35 hours or more per week)	154
No. of part-time staff (17-34 hours per week)	106
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	78
No. of staff working towards the required/recommended qualification	38

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