

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:	ANNWYL LTD	
The provider was registered on:	10/06/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebird Care (Cardiff South)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/06/2019
	Responsible Individual(s)	Lynne Churchill
	Manager(s)	Julie Pope
	Partnership Area	Cardiff and Vale
	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	Induction training completed with Katie Barnfield Lake, e-learning and Emma Avis carries our Manual Handling training with new staff and refresher training. Supervisors Tania Donaldson, Emma Avis and Joanna Couch carry our medication competency. We are investing in training the trainer on 10th May so that we have a further 2 members of the team who can deliver medication and emergency first aid to our new staff and for refresher 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 a full time recruitment officer responsible for on-boarding new staff so that all recruitment regulations are sufficiently completed inline with regulations, training is complete and supervisions/spot checks are carried out. Retention is an area we focus most on with annual awards ceremonies, Carer of the Year, summer staff BBQ, Christmas party, employee of the month, easter egg giveaways, hampers, raffles, bi-annually staff surveys and staff and carer meetings.

Service Profile

Service Details

Name of Service	Bluebird Care (Cardiff South)
Telephone Number	07495408449
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	80
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.64
The maximum hourly rate payable during the last financial year?	30.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	1
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?	Customer surveys sent out bi annually, newsletters, e-mails and postal letters to inform of changes, feedback, price increase, awards staff changes, new services being offered.

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.

<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>The rights of the people who use our service are being met through the following- this includes children, parents and staff.</p> <ul style="list-style-type: none"> • Questionnaires to all customers bi-annually • Observational checks by Supervisors and spot checks by RI and Care manager to give customers the opportunity to speak openly • Customers have a choice around care staff and are encouraged to let us know if they are unhappy with our service or any members of the team via the Supervisors, by contacting the Care Manager and RI • Customers newsletters so that we are keeping all of our customers involved in the news of the business • We operate an open and transparent culture. The team here are all valued and respected and maintain strong professional relationships with all customers • We have an open door policy for all care staff to raise any concerns about customers <p>We meet weekly at the allocation meeting to discuss any concerns about any customers</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>Questionnaires to all care staff sent bi annually</p> <ul style="list-style-type: none"> • Carer meetings organised at the office so they can be informed of future news be it care or business • Carers have a voice- We have various What's App groups so carers can be guided and led should they need support, One Touch giving full information to carry out duties, tasks and outcomes as per the care plan, monthly staff newsletter circulating important and relevant information • Staff have a voice, weekly meetings with the care manager and RI • Training- E-Learning, induction, mandatory training manual handling meds and emergency first aid done in house • We operate an open and transparent culture with an open door policy
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All care staff complete safeguarding training and have the Safe guarding app on their phone. They have regular meeting with their supervisors (first 12 weeks each week) to ensure a safe understanding on the safeguarding practises. All staff are trained and complete shadow shifts with experienced carers before they care for customers independently to ensure best practise and ensuring the comprehension of the principals of safeguarding. Preventing abuse and neglect should occur in the context of person-centred support and preferential outcomes and empowering individuals to make choices and supporting them to manage risks. We aim to prevent crises from developing. It is important that our care staff are encouraged to discuss any concerns that a customer may have so we are able to deal with issues rapidly to eliminate any abuse or neglect. Staff are encouraged to take time and listen to customers. Customers are encouraged to follow Compliments, complaints and concerns should they need to raise in line with their Confirmation of instruction and terms and conditions when commencing the service with us</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>80</p>

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.

<p>Staff Type</p>	
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Service Manager	
Does your service structure include roles of this type?	No
Deputy service manager	
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	80
No. of posts vacant	10
<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	64
Health & Safety	62
Equality, Diversity & Human Rights	0
Manual Handling	68
Safeguarding	63
Dementia	63
Positive Behaviour Management	0
Food Hygiene	56
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication 63 Infection control 57 Basic life support 64 Fires Safety 54 Mental Capacity 56 Information Governance 20
<p>Contractual Arrangements</p>	
No. of permanent staff	80
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	66
<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)	30
No. of part-time staff (17-34 hours per week)	50
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 social care worker	40
No. of staff working towards the required/recommended qualification	6
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Worker
Filled and vacant posts	
No. of staff in post	80
No. of posts vacant	10
<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>	
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Contractual Arrangements	
No. of permanent staff	80
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	61
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)	30
No. of part-time staff (17-34 hours per week)	50

No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	40
No. of staff working toward required/recommended qualification	8