

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:	Autism Spectrum Connections Cymru	
The provider was registered on:	23/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Autism Spectrum Connections Cymru- Community Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	Andrew Grainger
	Manager(s)	
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Autism Spectrum Connections Cymru- Community Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	
	Manager(s)	Gareth Morgan
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Autism Spectrum Connections Cymru- Community Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/04/2019
	Responsible Individual(s)	Andrew Grainger
	Manager(s)	Gareth Morgan
	Partnership Area	Cwm Taf Morgannwg
	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	All staff undertake comprehensive induction and have an individual personal development plan. All mandatory and non mandatory training and relevant qualifications necessary to the role are highlighted within the Workforce Development Plan. All training is identified, administered and recorded via the organisation's learning and development department. A training record is held within the service.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

All vacancies are identified and planned for between the service manager and the HR department. Recruitment takes place via different media types, including social media, recruitment fairs and a contract with Indeed. The organisation has a retention plan which is reviewed regularly and places responsibility for staff retention on everyone.

Service Profile

Service Details

Name of Service	Autism Spectrum Connections Cymru- Community Support Services
Telephone Number	02920228794
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh Bulgarian

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.98
The maximum hourly rate payable during the last financial year?	21.98

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?	Information about the service. Statement of purpose.

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.

The organisation carries out regular consultation with people supported and their families. The service is modified as a result of such consultation and continuously develops its person centred focus. Individuals are empowered to have their voices heard through these monthly consultations. They are given the opportunity to say what works well and what does not and to speak about how they would like their support to look and what they need themselves and ASC-Cymru to do to support them to meet their goals.

Staffing levels have now improved providing adequate support for those that we support offering more choice.

Positive feedback has been received from the Complex Care and Commissioning Team from their visit on 7th October 2022 congratulating the team in the change in the person supported and the range of activities they are now accessing.

Individuals feel able to discuss with staff any concerns that they have either with their support or their communication needs. This is done verbally as well as in writing.

Individuals are included when their care and support plans are being out together through a series of meetings.

Support needs are recorded on calendars or Trello and daily logs. Individuals plan these with staff support.

Any concern or complaint is taken seriously and actioned. Outcomes are then recorded and shared with the individual that raised it.

Additional support can be made available should an individual require advocacy and staff have details of advocate services that could assist if required.

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.

Individuals inform staff of any health appointments and staff support when required to arrange, liaise or support to and from these appointments.

ASC-Cymru keeps the district nurse files in the building for when they attend and keeps record of what has been done, needs to be done and when by.

Staff work with families regarding appointments they have made on behalf of their family member we support to ensure needs are met.

Individuals feel safe and are able to make staff aware of how they are feeling and works well with them to assess if PRN medication is required.

Staff have available and make use of relevant PPE and safe practice procedures and support individuals to actively follow these also when required.

Staff support individuals to attend university as well as required placements and volunteering activities of their choice to support them to meet their goals.

Staff complete risk assessments to ensure the safety of individuals as and when required for new activities.

Staff support individuals to maintain a clean and tidy home when consent has been given and advising why these need to be done to meet health and safety requirements for themselves as well as for others.

Staff has supported to liaise with internet companies to get internet installed in their homes so that they are able to do things they would like online such as study.

Individuals have monthly consultations to ensure that we meet their health, development and wellbeing needs.

Health and safety checks are completed daily/weekly and audits completed.

Medication information leaflets are accessible in easy read format.

Medication is stored appropriately in a locked cabinet and temperature checks are done daily to ensure it is stored in the correct conditions.

Process for PRN medication is set out in the medication file should they be required.

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

There is in place safeguarding measures and policy to ensure individuals are kept safe. Individuals are aware of these and can access them on request from staff.
 All staff undergo safeguarding training to know how to report and when to use minimal levels of intervention before things progress.
 All staff read and sign the safeguarding policy to show understanding of what to do if there is a safeguarding concern and managers know when to escalate.
 Staff are aware that safeguarding information can be found on the intranet and how to locate it.
 There is appropriate staffing levels to ensure individuals are kept safe.
 Individuals support, health and safety are discussed in team meetings.
 Individuals communicate well with staff any concerns they have as they arise and these are also picked up during monthly consultations.
 Risk assessments are completed with the individuals.
 Documentation can be made available in easy read if required.
 Family members are also able to receive copies should they be required of safeguarding policies.
 Families feel comfortable to raise concerns with staff and work with them to ensure safety.

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)	4.50
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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
	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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 5 Health and Social Care Working towards degree in business management and accounting Autism awareness Infection control GDPR Risk management/contingency Safe administration of medication COSHH First aid Fire safety Autism awareness Epilepsy awareness
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Currently working towards QCF level 3 in Health and Social Care Holds a Bachelors of Science with Honours in Health and Social Care Autism awareness Infection control GDPR Risk management/contingency Safe administration of medication COSHH First aid Fire safety Autism awareness Epilepsy awareness 5 point star
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Other supervisory staff	
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
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 2 QCF Health and Social Care Level 2 NVQ childcare Level 2 teaching assistant Foundation degree Autism awareness Infection control GDPR Risk management/contingency Safe administration of medication COSHH First aid Fire safety Autism awareness Epilepsy awareness
<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 social care worker	0
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</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>	

Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	1
<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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness Infection control GDPR Risk management/contingency Safe administration of medication COSHH First aid Fire safety Autism awareness Epilepsy awareness
Contractual Arrangements	
No. of permanent staff	3
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	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)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	3
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Autism Spectrum Connections Cymru- Community Support Services
Telephone Number	02920228794
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?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	None

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.	Service not active
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.	Service not active
The extent to which people feel safe and protected from abuse and neglect.	Service not active

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
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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?	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?	No
	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?	No

Service Profile

Service Details

Name of Service	Autism Spectrum Connections Cymru- Community Support Services
Telephone Number	02920228794
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?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	Service not active

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	Service not active
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.	Service not active
The extent to which people feel safe and protected from abuse and neglect.	Service not active

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?	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?	No
	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?	No