

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:	Brain Injury Wales Ltd	
The provider was registered on:	19/05/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Brain Injury Wales Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/05/2021
	Responsible Individual(s)	Victoria Poulsen
	Manager(s)	Victoria Poulsen
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Brain Injury Wales Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/05/2021
	Responsible Individual(s)	Victoria Poulsen
	Manager(s)	Victoria Poulsen
	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 clients are assessed and the training provided the match the needs of each individual this includes statutory training needs and any specialist training needs as identified.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	All staff are employed following RISCA and SCW guidelines. Staff have regular reviews.

Service Profile

Service Details

Name of Service	Brain Injury Wales Limited
Telephone Number	01656773658

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?	2
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Fees Charged

The minimum hourly rate payable during the last financial year?	14.00
The maximum hourly rate payable during the last financial year?	19.50

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?	unannounced visits regular staff meetings regular service user reviews service questionnaires feedback from training questionnaires

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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eye Gaze

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.

- RI / Service Manager visits clients and their families regularly to review care and rehabilitation packages. Primary Carers and Service users, where appropriate are involved in meetings and action plans are drawn up to note any actions that are agreed upon.

- All new Clients will be given a welcome pack and information on what to expect from the service, this includes how to raise issues or concerns about the service they are being provided with .

- Clients and families are included throughout the pathway of their journey with BIW they are included at the beginning when an initial assessment is written

- Service users are asked via email questionnaire to gather views and consider responses:

Brain Injury Wales seeks feedback in a variety of ways throughout the year and forms part of our service quality checks. As a services user, family member or health professional working closely with our staff it is vital to us that we gain your views on the services you are receiving.

Please include your views on the following headings:

- 1. Organisation of treatments and appointments
- 2. Quality of treatments provided
- 3. Service users views (as appropriate) on services provided
- 4. Communication of reports, goals and treatment plans
- 5. Any comments or issues you would like to add:

Many thanks for agreeing to respond to this email it is very much appreciated. If you would prefer to speak personally then I can be contacted at the office on XXXX or on my mobile XXXX

Any comments, recommendations and views will be considered to improve the quality and range of services offered in the future.

- RI / Service Manager visits clients and their families regularly to review care and rehabilitation packages. Primary Carers and Service users, where appropriate are involved in meetings and action plans are drawn up to note any actions that are agreed upon.

- All new Clients will be given a welcome pack and information on what to expect from the service, this includes how to raise issues or concerns about the service they are being provided with .

- Clients and families are included throughout the pathway of their journey with BIW they are included at the beginning when an initial assessment is written

- Service users are asked via email questionnaire to gather views and consider responses:

Brain Injury Wales seeks feedback in a variety of ways throughout the year

<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>	<ul style="list-style-type: none"> • Clients are supported via the approach of interdisciplinary working, the client being the focus for all support being delivered alongside rehabilitation programmes • BIW works closely with multiple organisations to ensure a consistent approach and all the needs of the clients are at the centre of the service provision, this includes working with teachers, social workers, Continuing Health Care managers, professional therapists and more • Once a need has been identified the Case Manager will instruct the relevant professional to access and make recommendations on treatment provision - these recommendations are then incorporated into the rehab plan. • When a specialist care need is identified the most appropriate Health professional is sought to provide professional views and make recommendations. An example would be in the case of L W whereby parents wanted the client to be given a blended diet via Percutaneous Gastrostomy Tube. The Case Manager instructed a Paediatric Nurse to provide the Care Plan the training and the guidance for this practice. • BIW requests feedback from service users and Professional staff via email. Examples of feedback in Annex 1 • BIW requests staff feedback at every 1-1 employment session Annex 2 • Where appropriate Service Users are encouraged to take responsibility, as far as they are able, for their own health and wellbeing needs. When they are unable to this will be clearly written in plans of care and staff educated on the specialist details of the plan. • The majority of our clients require either 1-1 or 2-1 support to meet their care needs. By offering specialist bespoke training to the staff the client benefits in the quality of the care delivery. • All staff are registered with Social Care Wales and adhere to the Codes of Professional conduct thus increasing the knowledge of the rights of the child / adult and the importance of ensuring their overall wellbeing is considered at all times. • A summary of the views received from people who use the service about how happy and supported they feel in relation to their ongoing health, development and overall well-being. Views of their relatives and/or representatives, carers and advocates where applicable should also be summarised. • Effectiveness of the service in supporting people's independence, enabling them to have control over everyday life and where relevant participation in education / work, how risk is considered.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • Staff have access to policies and procedures and all attend safeguarding / child protection training at set intervals summary of governance arrangements in place to support safeguarding of vulnerable people. • No safeguarding referrals have been made in this period. • Staff are all registered with Social Care Wales and adhere to the Professional code of Practice. • All clients have a varying degree of needs and the most appropriate person identified will feedback to the clients and their families this is usually the appointed Case Manager or Paediatric therapist. • All staff are trained in safeguarding issues and what to do if a problem arises. Staff have access to professional support at all times when on duty so they can seek advice from a qualified professional. • Regular meetings with staff, home visits and unannounced visits all provide a safe framework for staff to operate and many opportunities for concerns to be raised.

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)

5

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	0
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.	Therapeutic interventions specialist handling techniques and SALT programmes led by professionals Introduction to Brain Injury Training level 4 and 5 HSC qualification
<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	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?	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?	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	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	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.	PEG training Specialist therapeutic handling and SALT interventions Brain Injury Training Level 3 H&SC course
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
<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)	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

2

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?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No

Service Profile

Service Details

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Service Provision

People Supported

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

2

Fees Charged

The minimum hourly rate payable during the last financial year?	14
The maximum hourly rate payable during the last financial year?	19.50

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 Satisfaction Questionnaires 1-1 sessions with every staff member 4 times a year unannounced visits to client homes feedback collated for all staff training and staff competencies completed team meetings
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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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Eyegaze systems

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- Some of our clients are profoundly disabled so goals may be set with both client and the parents. Outcomes are reviewed regularly for therapeutic goals set and recorded using a Goal Attainment Scale (GAS).
- Performance against quality standards: Case Managers set goals for every client and regularly record outcomes this provides a flexible approach to care and rehabilitation packages. The focus is always on the client as set out in the Statement of Purpose and the aim is for the client to keep attaining goals in order to improve clinical outcomes.
- Brain Injury Wales makes a concerted effort to include the voice of the individual at every opportunity, this is evident in the specialised and individualised programmes that are evidenced based and recorded in the client files.

<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>	<ul style="list-style-type: none"> • Clients are supported via the approach of interdisciplinary working, the client being the focus for all support being delivered alongside rehabilitation programmes • BIW works closely with multiple organisations to ensure a consistent approach and all the needs of the clients are at the centre of the service provision, this includes working with teachers, social workers, Continuing Health Care managers, professional therapists and more • Once a need has been identified the Case Manager will instruct the relevant professional to access and make recommendations on treatment provision - these recommendations are then incorporated into the rehab plan. • When a specialist care need is identified the most appropriate Health professional is sought to provide professional views and make recommendations. An example would be in the case of L W whereby parents wanted the client to be given a blended diet via Percutaneous Gastrostomy Tube. The Case Manager instructed a Paediatric Nurse to provide the Care Plan the training and the guidance for this practice. • BIW requests feedback from service users and Professional staff via email. Examples of feedback in Annex 1 • BIW requests staff feedback at every 1-1 employment session Annex 2 • Where appropriate Service Users are encouraged to take responsibility, as far as they are able, for their own health and wellbeing needs. When they are unable to this will be clearly written in plans of care and staff educated on the specialist details of the plan. • The majority of our clients require either 1-1 or 2-1 support to meet their care needs. By offering specialist bespoke training to the staff the client benefits in the quality of the care delivery. • All staff are registered with Social Care Wales and adhere to the Codes of Professional conduct thus increasing the knowledge of the rights of the child / adult and the importance of ensuring their overall wellbeing is considered at all times. • A summary of the views received from people who use the service about how happy and supported they feel in relation to their ongoing health, development and overall well-being. Views of their relatives and/or representatives, carers and advocates where applicable should also be summarised. • Effectiveness of the service in supporting people's independence, enabling them to have control over everyday life and where relevant participation in education / work, how risk is considered.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • Staff have access to policies and procedures and all attend safeguarding / child protection training at set intervals summary of governance arrangements in place to support safeguarding of vulnerable people. • No safeguarding referrals have been made in this period. • Staff are all registered with Social Care Wales and adhere to the Professional code of Practice. • All clients have a varying degree of needs and the most appropriate person identified will feedback to the clients and their families this is usually the appointed Case Manager or Paediatric therapist. • All staff are trained in safeguarding issues and what to do if a problem arises. Staff have access to professional support at all times when on duty so they can seek advice from a qualified professional. • Regular meetings with staff, home visits and unannounced visits all provide a safe framework for staff to operate and many opportunities for concerns to be raised.

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)

1

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	0
Equality, Diversity & Human Rights	1
Manual Handling	0
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.	Level 4/5 HSC
<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

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?	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
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG training therapeutic interventions training
<p>Contractual Arrangements</p>	
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
<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)	0
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

2

No. of staff working towards the required/recommended qualification

0

Other types of staff

Does your service structure include any additional role types other than those already listed?

No