

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:	Calon Fawr Care and Support Services Limited	
The provider was registered on:	22/02/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Calon Fawr Care and Support Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/02/2023
	Responsible Individual(s)	Sarah Harvey
	Manager(s)	Sarah Harvey
	Partnership Area	Gwent
	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	<p>Induction Training prior to employment</p> <p>Mandatory training/refresher training, and /or care certificate training if new to care</p> <p>3 monthly supervision/annual appraisal/training plan from such meetings</p> <p>Competency assessments</p> <p>Specialist and further training as required by employees to support their role and career development</p> <p>SCW registration within 6 months of commencing employment</p> <p>Enrolment to complete QCF in care within 6 mths</p> <p>12 mth training planner in situ to highlight training needs</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Over the past few months we have been recruiting and offering incentives such as paying "The Real Living Wage, offering competitive pay rates as well as mileage allowance, free DBS application, free uniform and contract offers, as well as providing flexible working hours for those struggling with child care.</p> <p>Staff, and their family, have access to free confidential well-being program.</p> <p>Offering staff full support and an encouraging environment, with progressive career development and training.</p>

Service Profile

Service Details

Name of Service	Calon Fawr Care and Support Services Ltd
Telephone Number	07478428140
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

we can provide all paperwork in other languages as needed.
We are working towards providing the "active offer".

Service Provision

People Supported

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

10

Fees Charged

The minimum hourly rate payable during the last financial year?

18

The maximum hourly rate payable during the last financial year?

30

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?

All individuals who used and use the service are given a service user guide and SOP prior to our service commencing, within the SOP we stated our plans for the service.
We have only been operational since October 2022 offering social care services on a private basis and registered with CIW since February 2023, commissioned with Torfaen council from March 2023.
At the initial assessment stage, we were transparent with all service users in our plans for the company and commissioning with the local councils, some of our private service users have transferred to the council and remain to use our service.
We are yet to complete an Company annual report for the service this is due in Autumn 2023, this will be delivered to all individuals using our service and employees.

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)

Yes

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.

Individuals are involved at every stage of care being delivered, together with their family, advocates and friends and other professionals to ensure that the care they receive is person centered and meeting their needs in a manner that promotes their quality of life. Every individual has an initial assessment prior to commencing with CFC, this enables the person to share with us information that is important to them and how we can best care for them. After 1 month of the individual using the service they have a formal review and we change what isn't working right (if anything) during the first month we monitor the package of care and make changes as soon as they are highlighted, a care plan review is then completed every 3 months thereafter. Every 6 months we encourage all service users to complete a quality questionnaire, this can be done verbally if the individual wishes, or completed by an appointed person of the individual. The information is collated and used as part of the annual report. We actively encourage feedback of any kind and team leaders and the manager work in the "field" to ensure that people using the service are being listened to and have a voice. Care and support plans are devised with the individual, these plans are shared with other professionals to ensure that care is consistent with multi agencies, we work with the individual to meet their own goals and support them to fulfill their aspirations, supporting and encouraging them to be as independent as possible. Our commitment to provide a service that maximizes individual choice, control and independence has been fed back via Bark reviews and through professionals praising our commitment to providing a good professional service, one of our service users have stated that " he wouldn't be where he is now, if it wasn't for our consistent approach and care" another has stated that " His wife now looks forward to carers coming in and giving her the independence she needed". Through monitoring the care needed and care staff evaluating daily care we are able to deliver high quality care, this is achieved by staff being trained appropriately to identify issues and respond effectively. Our complaints system is readily available to all and any issues are dealt with quickly, any complaints are recorded with a plan of action for lessons learnt.

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.

Our care and support plans are devised with the input of carers that are involved with the service user, sharing information is key to delivering high quality person centered care, each carer is chosen specifically for that individual and we aim to have 2 -3 carers to provide a consistent approach to care as well as providing continuity. To ensure that each individual maintains good physical and mental health we document and record dietary health, skin integrity, having a clear picture of the individuals baseline health so that this information can be readily available to other professionals has proven to be a good source of information especially when an individual deteriorates. This information is audited monthly and staff are vigilant of changes and how to report changes effectively through management support and ongoing training, together with supervisions and regular meetings. The views and opinions of the service are received formally through 6 monthly quality questionnaires, as well as feedback from service user reviews. Risk assessments are in place to support the individual to make informed choices and to maximize their quality of life by offering and making readily available other service and opportunities.

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

We are a new service and provide a transparent service, to date we have had no safeguarding's to report, no complaints nor whistle blowing incidents. There are procedures in place to monitor and evaluate such incidents. All staff are trained appropriately to recognize signs and symptoms of abuse and neglect and the manager is trained as the delegated safeguarding lead. All staff are trained in equality and diversity, and respect people's choices and wishes.

All staff are aware of how to respond and report any disclosures, or any concerns. Staff are supported by the manager at supervisions and staff meetings, as well as day to day concerns and/or issues to ensure the safety and wellbeing of each service user.

Staff are appropriately trained to deliver care and meet the needs of each individual and where applicable we source specialized training to ensure we meet changing needs of every individual.

Every individual using our service has a service user guide and are made aware of their rights as a service user and what they can expect to receive from us as a care provider.

We have a positive working relationship with all multi disciplinary agencies involved with each individual and share information to ensure that the person is receiving high quality care, care plans, risk assessments and reviews are shared with professionals.

Feedback from individuals using the service to date and professionals have been positive.

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

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	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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?	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	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	2

Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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)	0
No. of part-time staff (17-34 hours per week)	2
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	1
No. of staff working towards the required/recommended qualification	1
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
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	10
No. of posts vacant	5
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	10
Health & Safety	10

Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	4
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	6
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)	4
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	4
No. of staff working towards the required/recommended qualification	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No