

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:	Cardiff Mind Ltd	
The provider was registered on:	06/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cardiff Mnd Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/08/2018
	Responsible Individual(s)	Roger Bone
	Manager(s)	Jane Sheppard
	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	In addition to Induction all staff are trained in safeguarding, support planning, risk assessment health and safety, Mental Health First Aid and Assist as well as First Aid. Refresher training is provided. Supervision has a standard item for training and development needs and each staff member has an Annual Performance Review which leads to a personal development plan. If a service user has specific needs appropriate training is provided
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff have benefitted from the workforce grant. Due to the fact that some funding was due to cease at the end of the year we were obliged to utilise Agency Staff, but now that it has been renewed these staff have been incorporated into the main workforce. One staff member who was on a fixed term contract has had their employment made permanent

Service Profile

Service Details

Name of Service	Cardiff Mind Ltd
Telephone Number	02920402040
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	Yoruba Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.60
The maximum hourly rate payable during the last financial year?	18.60

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?	Customer satisfaction survey

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 support provided is based on an individual support plan developed in partnership with the service user. Such plans are person centred and outcome related to maximise the opportunity for the service user to influence the way in which their support is provided. It might be helpful to provide feedback from a Social Work colleague on the style of our support as evidence of our organisational approach to providing our service "I wanted to take this opportunity to thank X and colleagues for all their work with Y. X has been tireless in their support for Y whose complex, multiple issue have made it very hard at times for him to engage with services and to make any progress. X has been dedicated to his welfare and wellbeing and is a fantastic example of how to build support centred around a person's needs and wishes – working with flexibility and good humour!"
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<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>We have received very positive feedback from our service users on the service that we provide. We have also received recognition from our partners in Health and Social Services on the impact that we have had working alongside their clients. Indeed we can evidence the fact that we have assisted the statutory sector in managing its service pressures.</p> <p>In the last year we have worked more extensively with colleagues in Housing to enable people to maintain their independence by assisting them to manage the health and social impacts arising from their hoarding</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>It is important that we establish a positive and respectful relationship with our service that provides professional support that does not create dependence or over-reliance. Appropriate boundaries are essential but we must ensure remain a source of assistance should the individual be feeling unsafe or vulnerable to exploitation.</p> <p>All staff are trained and experienced in identification of Safeguarding issues, but are mindful of their role and the fact that Safeguarding is a matter for the Safeguarding Team to process on our referral.</p> <p>Our Manager develops relationships with all of our service users and it is pleasing to note that our service users see her as the "go-to" person if they have issues that have not been resolved by their key worker.</p> <p>I am attaching a copy of a file note on our approach</p> <p>"Telephone call from Z to say how happy she was with the support Q provided this morning. She explained that Q was teaching her the skills to stand up for herself and not be talked down to but in a very sensitive and gentle manner.</p> <p>I thanked her for her feedback and said how much we appreciate and value any feedback and asked if she would mind me using it for our compliments file- She was happy for me to do this."</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>5.60</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>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	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.	

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	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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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?	No
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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.	Support Worker enabling people to live independently in their own homes
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	2
<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	1
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Staff members of the Cardiff Mind Domiciliary Service are trained to a minimum NVQ/ QCF Level 3 in Health & Social Care Certificate. All staff have extensive experience of working in the field of mental health and associated substance misuse. Training is ongoing to the needs of the service and some of the areas staff have been trained in are:</p> <ul style="list-style-type: none"> • ASIST Suicide Awareness • Safeguarding Awareness • Mental Health First Aid • Fire Safety Awareness • COSHH • Emergency First Aid at Work • Lone Working • Working with Self harm • Substance Misuse • Manual Handling • Mental Capacity Act • Food Hygiene • QCF Level 3 Health & Social Care • Infection Control
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
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)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0