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:	Caretech Community Services Limited
The provider was registered on:	17/08/2020
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

TLC (Wales) Independent Fostering Limited

Service Type	Fostering Service
Type of Care	None
Approval Date	17/08/2020
Responsible Individual(s)	Beverley Senior
Manager(s)	Anthony Boggis, Anthony Boggis, Anthony Boggis
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	Staff have annual appraisal where PDP are discussed and training needs identified. Staff have monthly supervision where again training completed within that month is discussed and any upcoming training courses or training needs are discussed with line manager. Mandatory training is provided through our online training portal and is renewed either annually or every three years depending upon the course.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	TLC has strong stable workforce. When vacancies arise, we seek experienced staff who have extensive knowledge, skills and understanding of what it takes to care for children with disabilities and health needs. Retention of staff is through providing fantastic support through the TLC support strategy. Monthly formal supervision, informal supervision and also through team development days. Regular reviews of terms and conditions support retention.

Service Profile

Service Details

Name of Service	TLC (Wales) Independent Fostering Limited

Telephone Number	01269846371
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	We have Carers and staff trained in Makaton We have a staff member trained in BSL

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	72

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?	Carers are given the opportunity to provide their feedback on the service within their annual carer review. In addition to this, carers have monthly supervision, where they can discuss with their SSW any issues/compliments they have with TLC. Carers attend Carer Support Groups, 3 held in a year, where they can get together with other carers and provide feedback to SSW's, and TLC management. C/YP are seen and consulted regularly as part of the supervision process. C/YP have access to Mind of My Own consultation App. This allows a support worker to attend and use a child friendly app. to provide feedback to the service/LA. C/YP have a consultation group and there are regular events arranged by TLC whereby the children have fun together and are provided with an opportunity to express how they feel should they wish.

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	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.	TLC Wales have experienced a period of transition over the last 12 months with the retirement of the longstanding Registered Manager who had been in post since TLC Wales started to a new Registered Manager, who was an existing member of staff. TLC staff were invited to feedback formally and informally on how they experienced this as part of the incoming Registered Managers 12 week mid-point probationary appraisal, the six month probationary appraisal and his recent 12 month appraisal. The staff group have been very supportive of the new Registered Manager, have acknowledged the challenges created by a member of staff being off on long term sick and also open about areas of development which form part of this transitional phase.
	As Responsible Individual I have met with staff at Team Meetings, formal 1-1 meetings, informally in person and had regular contact via Teams/phone-calls/email. I have also taken the opportunity to meet with foster carers and hear about their experiences and that of the children placed with them. Overwhelmingly the feedback has been positive with a number commenting on how they were worried at the loss of the Registered Manager through retirement but feeling reassured, heard and supported by the incoming Manager who promotes a culture of openness.
	Where staff have felt unsettled due to staff sickness in the team and subsequent changes of responsibilities, they have been able to talk about this and any uncertainty resolved. New staff members have been welcomed into the team and quickly integrated by the foster carer group.
	Young people are able to communicate their views and needs through a number of avenues including through Mind of My Own App, support work consultations, via carer reviews, at participation sessions and support groups/activities. Children and young people report feeling safe and secure. An external 'inspection' of the service took place supports this. Makaton and BSL tools for communication are being developed across the service and literature in the Welsh language to increase the mediums and methods children and young people are able to communicate with us. As Responsible Individual, I met with foster carers children at an open event in October, along with the Managing Director.
	Children have been involved where appropriate in the recruitment of staff and in the review of Children's Guides. Foster carers are consulted and changes are apparent as a result, for example on the time, venue and focus of
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.	Young children placed at TLC are at the forefront of all planning and service delivery. Their needs are clearly identified at the referral stage and monitored during their time in placement. They are placed with foster carers who have the skills and experience required to meet the health and developmental needs. All children are registered with universal health care professionals and many supported by specialist services where required. Children placed with TLC thrive, with some seeing their pre-placement life expectancy exceeded considerably due to the high level of specialist care they receive.
	Quarterly Outcomes are recorded to reflect the individual progress made by each child. The style of these reports provides a way to evidence the sometimes-subtle changes made or at times illustrate a lack of expected deterioration. Children and young people are individuals at TLC Wales. Support is targeted based on the needs of the children and family caring for them.
	Staff and foster carers alike are confident in supporting children and young people with complex needs and committed to providing the intense support that is required by some. Makaton training, BSL training and other courses provide support to adults to assist in them understanding how children communicate. Children placed remain with TLC Wales on a long-term basis usually which enables trusting relationships are to form. Staff and foster carers alike are strong advocates for children placed at TLC. Children and foster carers tell TLC Wales they are happy. Feedback, even despite the changes in the last 12 months, has been positive. There is a strong focus on meaningful participation at TLC who want to hear how people feel, even if this isn't positive. Children's Groups, family events and support work involvement encourages this. The recent appraisal of the Registered Manager notes he has available, approachable and has a good sense of humour which puts people at ease.
	Education is promoted by TLC and its foster carers with a high level of attendance seen across the service. Health and nutrition is promoted by foster carers as well as the development of independence skills to ensure children are achieving their potential. This includes contact with family where appropriate and support to access respite care. Medication training supports foster carers and staff to understand their responsibilities for administration, which for some children include invasive medical care.

The extent to which people feel safe and protected from abuse and neglect.	In the first instance TLC Wales recruit, assess and approve foster carers who are safe to care for disabled children. There is a high foster carer retention rate and low number of complaints and allegations, which indicates that the correct families become foster carers. Where these do occur concerns are responded to quickly, safeguarding processes are followed and appropriate action taken. There have been examples where placing or host local authorities have not followed their own procedures, this has been challenged by TLC Wales in the interest of cared for children.
	TLC Wales ensure detailed and current matching information is collated to ensure additional needed are understood and careful matching with foster carers is undertaken. Any additional services required or training needed is identified and provided in consultation with the placing local authority. The success of this is evident through the longevity of TLC Wales foster placements and low number of unplanned endings. Reviews of young peoples foster placements takes place and additional resources requested as is appropriate and as needs change and young people develop.
	The Voice of the Child is integral to TLC Wales. The Mind of My Own App provides another medium available to children and young people to share how they are feeling including if they feel safe or not. Participation events are organised throughout the year which provides opportunity for staff to see children with their carers and get a sense of the relationship between them.
	Personal professional development is supported through the supervision and appraisal of staff and foster carers. The Registered Manager changed in April 2022. The incoming Manager has undertaken Management Development Programme to further develop leadership skills and is also undertaking the ILM Level 5 Leadership Training in line with the expectations of CIW. Coaching Leadership training, Designated Safeguarding Officer and Safer Recruitment training have also been undertaken to ensure the safeguarding continues to be a priority for the service.
	It is understood that disabled children and young people are additionally vulnerable and behaviour for example could be a way of someone communicating their distress.
	External scrutiny of the service is provided through a number of avenues. The QASI Office Manager reviews the Quality Improvement Plan with the Registered Manager each month. The Head of Compliance, Children Services & Deputy Director C

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	13.80

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	0
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.	

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

> 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

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	7
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	4
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	4
Dementia	0
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	DSO training - Disguised Compliance Training Makaton GDPR Online Safety training Safer Recruitment Safe Administration of Medication Paediatric First Aid

> Contractual Arrangements

No. of permanent staff	7
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)	5
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	7
No. of staff working towards the required/recommended qualification	0

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

> 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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Makaton BSL Mental Health First Aid

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

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.	Placement Co-Ordinator Business Administrator Training Co-Ordinator Marketing Officer

Filled and vacant posts

No. of staff in post	4
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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Makaton Disguised Compliance Online Safety

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	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)	3
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	4
No. of staff working toward required/recommended qualification	0