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:	Castell Ventures LTD
The provider was registered on:	22/11/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Castell Care and Support - West Wales

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/03/2019
Responsible Individual(s)	Luke Reeves
Manager(s)	Maria Revill
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Castell Care and Support - North

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/12/2018
Responsible Individual(s)	Luke Reeves
Manager(s)	Faye Hughes
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Castell Care and Support - Powys

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/11/2018
Responsible Individual(s)	Luke Reeves
Manager(s)	Maria Revill
Partnership Area	Powys
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	We provided training to staff through a mixture of in-classroom training delivered by in-house trainers and external training companies. We also use E-learning where appropriate to do so. All training is planned and staff are assigned to courses when refreshers are required. This is monitored through a training matrix. All staff are paid to attend training and all training is free. We identify staff training need based upon the needs of people we support.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have an active recruitment programme through which we advertise for staff and complete recruitment on a needs basis. We paid above the Real Living Wage rate for 2022/23 and provided staff with additional benefits such as a health cash plan. All staff are provided with Bi-monthly supervisions and performance improvements are identified through practice observations.

Service Profile

Service Details

Name of Service	Castell Care and Support - North

Telephone Number	03001232998
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?	28

Fees Charged

The minimum hourly rate payable during the last financial year?	17.52
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	We completed satisfaction surveys and met with people on a 1:1 basis through quality reviews. Each person had a three month care service review where they are encouraged to share their view of the service they received.

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)	No
Other	No

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.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score.
	From the results received, overall there is 83% satisfaction with what we do. Within which, the people we support are at 86%.
	Alongside, we speak to the people we support through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people being supported are happy that their voices are heard and they have choice about their care and support.
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.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score.
	From the results received, overall there is an 80% satisfaction with what we do. Within which, the people we support are at 86%.
	Alongside, we speak to the people we support through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people are being supported to maintain their health and wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score.
	From the results received, overall there is an 89% satisfaction with what we do. Within which, the people we support are at 91%.
	Alongside, we speak to the people we support through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people being supported feel safe and are protected from abuse and neglect.

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)	60.71

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	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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Positivity at Work First Aid Welfare & Benefits DoLS Mental Capacity COSHH Active Support Total Communication Trauma Inf App Autism and Learning Disabilities Epilepsy Awareness Alcohol Misuse Drug Misuse Eating Disorders Autism Awareness Personality Disorders

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)	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 Service Manager	3
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	3
No. of posts vacant	1

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	0
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Mental Capacity Active Support Autism and Learning Disabilities Epilepsy Awareness Record Keeping Person-centred care

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

> 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)	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	0
No. of staff working towards the required/recommended qualification	3

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	64
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	31
Health & Safety	31
Equality, Diversity & Human Rights	31
Manual Handling	28
Safeguarding	59
Dementia	0
Positive Behaviour Management	46
Food Hygiene	24

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Positivity at Work First Aid Welfare & Benefits DoLS Mental Capacity COSHH Active Support Total Communication Trauma Inf App Autism and Learning Disabilities Epilepsy Awareness Alcohol Misuse Drug Misuse Eating Disorders Record Keeping Self-harm Person-centred care CBT and Personality disorders infection control Autism Awareness Personality Disorders

Contractual Arrangements

No. of permanent staff	64
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	3

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)	51
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	8

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	31
No. of staff working towards the required/recommended qualification	30

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.	Managing Director Head of Care and Support Systems Administrator Business Support Manager Operations Manager x2

Filled and vacant posts

No. of staff in post	6
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	6
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)	6
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

Name of Service	Castell Care and Support - West Wales
No. of staff who have the required qualification	6
Telephone Number	0300 303 0998
No. of staff working toward required/recommended qualification	0
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	21

Fees Charged

The minimum hourly rate payable during the last financial year?	17.50
The maximum hourly rate payable during the last financial year?	17.50

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?	We completed satisfaction surveys and met with people on a 1:1 basis through quality reviews. Each person had a three month care service review where they are encouraged to share their view of the service they received. We completed monthly residents meetings to ascertain the collective views on how the service can be improved.

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.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score. From the results received, overall there is 91% satisfaction with what we do. Within which, the people we support are at 91%. Alongside, we spoke to the people we supported through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people being supported were happy that their voices were heard and they had choice about their care and support.
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.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score. From the results received, overall there is an 80% satisfaction with what we do. Within which, the people we support are at 86%. Alongside, we spoke to the people we supported through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people were supported to maintain their health and wellbeing.
The extent to which people feel safe and protected from abuse and neglect.	We speak to understand how people feel about this by completing satisfaction surveys with the person, their relatives and involved professionals. We asked them to score between 5 (extremely happy and 1 extremely unhappy) which translates into a percentage score. From the results received, overall there is an 89% satisfaction with what we do within which, the people we support are at 91%. Alongside, we spoke to the people we supported through Responsible Individual visits and day to day interactions. The Responsible Individual found that the people supported felt safe and are protected from abuse and neglect.

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?	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	0
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
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	0
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

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

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

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	0
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
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	0
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
	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	0
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No