

# 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:	CASTLECARE SUPPORTED LIVING LIMITED	
The provider was registered on:	20/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Castlecare Supported Living Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/12/2022
	Responsible Individual(s)	David Morgan
	Manager(s)	Craig Tudor
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Castlecare Supported Living Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/05/2019
	Responsible Individual(s)	David Morgan
	Manager(s)	Craig Tudor, Christopher Michael Roberts
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 managers have weekly meetings where this a permanent agenda item. Our training matrix for all services is looked at weekly. Staff have access to online training, have in house face to face training conducted by the Clinical Lead, and we employ outside agencies where needed to deliver mandatory and extra training. All staff are in compliance with mandatory training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Company invests heavily in our staff from training, team building days, and other benefits including a voucher scheme for best practice and outstanding work. We will shortly be offering a company healthcare scheme, and gym membership. We also regularly review pay rates. We are currently aiming to pay staff the real living wage by summer 2023. Current wage rates are higher than NMW.

## Service Profile

### Service Details

Name of Service	Castlecare Supported Living Limited
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Telephone Number	01685 383529
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	Some of our staff speak Welsh and can offer this service

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	48
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	18.82
The maximum hourly rate payable during the last financial year?	22.40

##### 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?	I regularly speak with residents on visits and enquire how the service is performing. This is on an ad hoc basis and in structured staff meetings. Regular Visits as per regs and extra visits for maintenance. R/I also takes part in Resident activities, and is available by phone any time. Staff and Residents have the contact details of the R/I

##### 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)	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.

<p>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.</p>	<p>The citizens we support have a monthly 'choices' meeting, where they are able to freely express their wishes, choices, and decisions around issues relating to the care and support they receive, the running of the home, the choice of key worker, activities, decoration of the home. Each citizen is allocated a key worker of their choice and meet to review care delivery and outcomes on a weekly basis.</p> <p>The citizens we care for are supported to develop their own weekly planners and can freely change or alter them at any time. Our citizens are offered to support staff with our recruiting process and sit on the interview panel of any new staff. Our citizens can change or alter the colour scheme or decoration of their own individual rooms based upon their personalities and preference. Our citizens are included in all aspects of their individual recovery journey's and are encouraged to plan outcomes of care according to their needs.</p>
<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>Our citizens are encouraged and supported to access many activities within our local community. We run various activities from walking groups, football groups, walking rugby, Gym sessions. We support our citizens to also run various activities such as arts and crafts, music therapy, gardening. Key workers support citizens to have regular weekly reviews about the care they receive, and help each individual to achieve and or change the goals if needed. Our citizens are encouraged to make appointments with their GP, optician, podiatrist, dentist, Psychiatrist themselves in order to gain independence in this area. Staff keep a regular calendar of what health and wellbeing needs are required which are shared with our citizens to follow up together. Our citizens are given questionnaires to complete that indicate their happiness and or concerns relating to health and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our citizens can be assured that their safety is paramount. All staff are trained in safeguarding and have downloaded the app on their mobile phones. We strive to ensure that any safeguarding issues are reported immediately to the relevant agencies and full risk assessments undertaken to reduce / minimise further risks to individuals.</p>

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) 25

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>	
	<table border="1"> <tr> <td data-bbox="405 2096 927 2157"> <p>Does your service structure include roles of this type?</p> </td> <td data-bbox="932 2096 1439 2157"> <p>Yes</p> </td> </tr> </table>	<p>Does your service structure include roles of this type?</p>
<p>Does your service structure include roles of this type?</p>	<p>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.

#### 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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety / IT Training

#### 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	2

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)	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	2
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?	Yes
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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	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	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety / IT

#### 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	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)	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	3
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
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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
<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	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRE SAFETY / IT
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	4
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	0
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>	
Filled and vacant posts	
No. of staff in post	16
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	5
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	FIRE SAFETY / IT

#### Contractual Arrangements

No. of permanent staff	16
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	16

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)	16
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	16
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
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### Service Profile

#### Service Details

Name of Service	Castlecare Supported Living Limited
Telephone Number	01685383529
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	WELSH
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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?	20
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.82
The maximum hourly rate payable during the last financial year?	20.77

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 about the operation of the service during the last financial year? I regularly speak with residents on visits and enquire how the service is performing. This is on an ad hoc basis and in structured staff meetings.Regular Visits as per regs and extra visits for maintenance. R/I also takes part in Resident activities, and is available by phone any time. Staff and Residents have the contact details of the R/I

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)	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.



<p>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.</p>	<p>The citizens we support have a monthly 'choices' meeting, where they are able to freely express their wishes, choices, and decisions around issues relating to the care and support they receive, the running of the home, the choice of key worker, activities, decoration of the home. Each citizen is allocated a key worker of their choice and meet to review care delivery and outcomes on a weekly basis. The citizens we care for are supported to develop their own weekly planners and can freely change or alter them at any time. Our citizens are offered to support staff with our recruiting process and sit on the interview panel of any new staff. Our citizens can change or alter the colour scheme or decoration of their own individual rooms based upon their personalities and preference. Our citizens are included in all aspects of their individual recovery journey's and are encouraged to plan outcomes of care according to their needs.</p>
<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>Our citizens are encouraged and supported to access many activities within our local community. We run various activities from walking groups, football groups, walking rugby, Gym sessions. We support our citizens to also run various activities such as arts and crafts, music therapy, gardening. Key workers support citizens to have regular weekly reviews about the care they receive, and help each individual to achieve and or change the goals if needed. Our citizens are encouraged to make appointments with their GP, optician, podiatrist, dentist, Psychiatrist themselves in order to gain independence in this area. Staff keep a regular calendar of what health and wellbeing needs are required which are shared with our citizens to follow up together. Our citizens are given questionnaires to complete that indicate their happiness and or concerns relating to health and wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Our citizens can be assured that their safety is paramount. All staff are trained in safeguarding and have downloaded the app on their mobile phones. We strive to ensure that any safeguarding issues are reported immediately to the relevant agencies and full risk assessments undertaken to reduce / minimise further risks to individuals.</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>21</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>

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	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.	Fire Safety / IT Training
<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	1
<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	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
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

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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety / IT Training

**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	2

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)	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	2
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
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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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety / IT Training
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	2
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)	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	2
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?	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	16
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	6
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16

Dementia	16
Positive Behaviour Management	16
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety / IT Training
<b>Contractual Arrangements</b>	
No. of permanent staff	16
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	16
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	0
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No