

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:	Co-Options Ltd	
The provider was registered on:	26/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Share Care Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/04/2019
	Responsible Individual(s)	Andrew Lowe
	Manager(s)	Angharad Tucker
	Partnership Area	North Wales
	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	During and following covid we have endeavored to ensure that staff are all up to date with training, however this has been a challenge. We try and access training courses provided by the local authority - the majority of which are still conducted online. Staff have the opportunity during supervision to ask for training courses that they are interested in or they think may enhance their job role - other than the mandatory training. Staff are also encouraged to enroll to complete their QCF.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	As have many agencies, we have had some challenges with the recruitment of new support staff. However on the whole, we have good staff retention and we have a core and stable staff team. We try to ensure that all new staff have the opportunity to shadow in as many areas of support at Co-options as possible so that we have fluidity in terms of cover arrangements.

Service Profile

Service Details

Name of Service	Share Care Services
Telephone Number	01745851454
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?	26
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	20.25
The maximum hourly rate payable during the last financial year?	20.25

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?	The last 3 years have been challenging for us all in relation to the covid outbreak, however throughout we tried to ensure that support was disrupted as little as possible. We continuously ensure that the individuals are aware when there are changes taking place, and as soon as possible. We are fortunate to have a staff team which is stable so they all know most of the people we support and their families. This reassures parent/carers .

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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Easy Read documents produced as necessary.

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>We contacted people using our services and asked them if they thought we took into account their individual needs, our feedback was 100% excellent when asked to rate us. People also said we helped them to achieve personal ambitions and that we were extremely responsive to any concerns that they had about their support. (CoOptions survey) Professional feedback also underpinned this feedback 71.43% of professionals placing people with us rated our care High Quality and 28.57% rated our care as Very High Quality. (CoOptions survey) 100% of our staff responding to our survey said we actively supported people to be a part in their decision making about the services they received. Flexibility of care packages - staff have a very flexible approach to support when needed, they will accommodate hours to suit the individual needs, whether that be regular and consistent, alter each week, or accumulate hours to provide longer sessions when needed.</p> <p>Person Centred approaches - this has been embedded in our approach, we are part of the Denbighshire community of practice for person centred approaches and share good practice and ideas quarterly. These PCP,s are then linked to action plans completed with people being supported their family or carers. Outcomes are then recorded and evidenced on files.</p> <p>Improve - We have completed a compliance checklist audit which will also inform our action plans in key areas i.e. training, robust induction programme, regular staff meetings, improve staffing levels - ongoing!</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>The individuals who we support are always at the centre of services to ensure that their health, wellbeing and development is considered. With many individuals we work on a progression model of delivering support enabling them to identify their potential and work towards this is a very outcome focused realistic way, maximizing on their wellbeing. We ensure that the individuals make the most of their local community and the resources around them by having a presence, seeking out and attending local activities and groups, including volunteering. All individuals we support have access to advocacy should they require and also have regular review of their support package. We are confident that we are able to establish good working relationships and communication between staff, agencies, individuals and their families which enhances the support the individuals receive. We surveyed professionals commissioning our support services and asked if they thought we meet the individual needs of people and help them to achieve outcomes. 100% of our respondents strongly agreed with this statement.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Everybody that we support receives a service booklet explaining what to do if they have concerns regarding safeguarding. All staff are trained in the procedures to follow if they have concerns around safeguarding and of the staff responding to our survey 100% said they knew what to do in following those procedures.</p> <p>I feel that we have good working relationships between all parties involved which allows trust to be formed. This is very important to ensure individuals and their families trust us to deliver the best support and care possible, to be able to spot the signs of anxieties or distress and get to know people well enough to spot any safeguarding issues that need to be dealt with. We believe in proactive support.</p> <p>A result of a good relationship has enabled us to proactively work with an individual, his parent and social services to reduce the need for a safeguarding referral. All people that we surveyed receiving support from us said we were extremely responsive to any questions or concerns regarding their support.</p> <p>--</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) 12

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?	No
Deputy service manager	
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	1
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	1
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	Started QCF Level 4 - ongoing. Safeguarding Mental Capacity Act Epilepsy and Buccal
Contractual Arrangements	
No. of permanent staff	15
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
<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)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
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
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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No