

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:	CRAEGMOOR SUPPORTING YOU LIMITED	
The provider was registered on:	17/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Priory Supported Living South Wales	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/07/2019
	Responsible Individual(s)	Christine Keyse
	Manager(s)	Siobhan Casey
	Partnership Area	Gwent
	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 have a robust training programme in place for all employees which is monitored weekly - this provides face to face training and also E learning modules. all training is in line with mandatory requirements and in addition we provide bespoke training to support the staff with the diagnosis of the people we support and their needs - a training needs analysis is completed and reviewed and monitored, each staff member has an independent training record and also access to CPD applications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	recruitment and retention is a key area of continued focus - we have reviewed our pay strategy and we pay the RLW pay rates not the NLW, in addition we have reviewed our benefits portal and packages through engagement with staff to ensure that we offer effective benefits - in addition we conduct an annual staff survey and quarterly Your say forums to listen to our staff and provide evidence of "you said we did"

Service Profile

Service Details

Name of Service	Priory Supported Living South Wales
Telephone Number	01633256199
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	none

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	658.65
The maximum hourly rate payable during the last financial year?	2167.83

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?	All tenants are offered a monthly meeting. The Registered office operates an open door policy where tenants will often call in to speak to the registered manager, regular tenant forums take place and this also is in partnership with landlords, key worker meetings, house meetings, informal and formal gatherings, seniors on site, monthly visits from managers. All tenants have access to on call should they require it. In addition we conduct a yearly survey to gather feedback so we can improve the service we provide, the RI also meets the tenants as part of the regular visits conducted.

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

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 service operates within a governance framework and as part of this framework completes tenant meetings weekly to review goals and outcomes, in addition to this each person has a bespoke individualised person care care plan.</p> <p>one key area that has taken place within the year - tenants requested meetings with the landlords and also local police forces to better understand their rights within the communities that they live - as part of this the site encouraged and arranged meetings which supported the tenants to speak freely and also ask key questions to support them to maintain safety, maintain a tenancy and also be part of the wider community 2022 meetings were well attended and feedback from the tenants was that the meetings had supported them to maintain their tenancy and be safe and have a greater understanding of the risks.</p> <p>monthly tenant meetings are evident and well attended - they are also individualised for the person.</p> <p>Yearly satisfaction survey results evidence that people feel supported, safe and know who to contact.</p> <p>we have adapted ways of receiving feedback and encourage tenants to utilise using the method they feel safe to communicate with.</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 service has a annual Health tracker in place and also individual health action plan per tenant - the tracker demonstrates that at all health appointments are tracked and this highlights any additional gaps.</p> <p>The site has been focusing on 2 specific services they support that have high health needs to ensure that external professionals complete regular reviews.</p> <p>annual health checks are promoted and tenants are encouraged to attend.</p> <p>key workers and seniors have been working with tenants to maintain appointments and also make appointments independently with the right tools and information.</p> <p>from a governance perspective regular audits are conducted and the findings from the audits and actions are fed into the site's live action plan.</p> <p>the service is currently implementing an electronic record system called Nourish which will aid integration and also immediate updates and can be linked to our other internal systems.</p> <p>Staff have completed person centred training specific to each service which supports the needs and diagnosis of the site.</p> <p>agency staff are also attending training and have been booked to aid continuity of care.</p> <p>moving to an electronic system is a must and will aid and support further integral work to be developed, the integration will take 6 months and will provide external professionals to track and monitor progress.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service follows the company safeguarding policy and also local authority safeguarding policy working with external professionals to maintain safety.</p> <p>safeguarding face to face training is 91% and the site leader is trained as a safeguarding lead.</p> <p>all staff have conducted E learning and face to face training and information is available for staff including 24/7 on call so reporting procedures can be followed.</p> <p>as part of our annual survey the tenants are asked about safety and a safeguarding audit is conducted.</p> <p>all safeguarding information and contacts are available for tenants and staff and the information has been adapted into easy read formats.</p> <p>Through feedback and also monitoring, tenant feedback is listened to and regular meetings are conducted to listen to concerns and ensure each person receives the right support.</p> <p>compatibility assessments are evidenced to ensure that tenants are supported to live with people they choose to live with and as part of tenant reviews people are actively asked if they feel safe and respected.</p> <p>staff are trained in positive behaviour support and also dependent on needs specific training for the needs of the individual this includes crisis management.</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) 35

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
	<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	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	in addition to the route by roles training, the manager has completed REACH standards training, managing conflict, suicide prevention training, advanced safeguarding lead training, systems training, equality and diversity and supported living specific training.	
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	
<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
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?	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	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	in addition to the route by roles training, the deputy has completed suicide prevention training, autism, managing conflict, risk assessment and crisis management training and a full suite of HR training
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?	No
Senior 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	2
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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	additional training has been - system training, incident reporting, suicide prevention, autism, managing conflict and resolution, managing and leading teams
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	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)	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
<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	62
No. of posts vacant	5
<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	17
Health & Safety	62
Equality, Diversity & Human Rights	62
Manual Handling	62
Safeguarding	62
Dementia	0
Positive Behaviour Management	62
Food Hygiene	62
Please outline any additional training undertaken pertinent to this role which is not outlined above.	each supported living service has a specific suite of training that staff complete, this includes, suicide prevention, introduction to mental health, introduction to learning disability, autism, managing conflict, safeguarding face to face training, communication, pressure area training
Contractual Arrangements	
No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	15
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)	51
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	61

No. of staff working towards the required/recommended qualification	4
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.	administrator - to ensure effective co-ordination of meeting, recruitment, training and payroll systems
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	in addition the administrator has completed systems training, managing finances, fraud prevention training
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	1
No. of staff working toward required/recommended qualification	0