

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:	Drive
The provider was registered on:	08/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Drive Western Bay	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/01/2019
Responsible Individual(s)	Rhian Jones
Manager(s)	Andrea Brooks
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Brynsadler Short Term Care	
Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	08/01/2019
Responsible Individual(s)	Karen Gregory
Manager(s)	Danielle Griffiths
Maximum number of places	5
Service Conditions	There are no conditions associated to this service
Drive Owm Taff	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/01/2019
Responsible Individual(s)	Rhian Jones
Manager(s)	Claire Jones, Claire Jones, Tomas Andrews, Tomas Andrews, Danielle Griffiths, Andrea Brooks, Jason Huet
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Drive Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	08/01/2019
Responsible Individual(s)	Rhian Jones
Manager(s)	Claire Jones
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

Drive has an internal training department delivering:

- Annual training needs analysis for core and specialist training
- A 4 week AWIF compliant induction
- Accredited QCF assessment centre
- Software system supporting managers to book, plan and monitor individual training
- Supervision and appraisal includes staff development assessments and plans
- Quarterly and monthly review of training needs at service and individual level
- External courses accessed as required
- Quarterly training reports to Board

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Dedicated Recruitment Officer
 Creative advertising through Social Media
 Open Days
 Refer a friend
 Interviews include panel with people supported
 RISCA compliant on-boarding processes
 4 week induction
 Comprehensive probationary period
 Career progression pathways
 Wellbeing initiatives
 Regular engagement at staff forums
 6 monthly conferences
 Newsletters
 Annual staff awards
 Vouchers at Christmas
 Salaries at or above Real Living Wage
 Flexible working
 Counselling service
 Staff surveys
 IIP Gold Award

Service Profile

Service Details

Name of Service	Brynsadler Short Term Care
Telephone Number	01443237134
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	Drive would recruit staff who can speak other languages as required by individuals supported. Welsh speakers and Welsh learners are employed. Staff are trained in Inclusive Communication utilise language and approaches such as: - Makaton TEACCH BSL Objects of reference Picture cards/boards Symbols Social stories

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	35
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Fees Charged

The minimum weekly fee payable during the last financial year?	0
The maximum weekly fee payable during the last financial year?	0

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?	<p>People we support were consulted about the operation of the service through the following arrangements: -</p> <ul style="list-style-type: none"> Person centred approaches Individual support and activity planning and outcome reviews End of stay reviews Easy read accessible information and guides Video newsletters Family newsletters My Life My Way Team - co-produced conferences, activity planning group, environmental activities, choir, parties, fitness sessions, campaigns Advocacy and self-advocacy Advisory Group Committee - working in partnership with Management Board Stakeholder surveys Annual Good Service Report Coffee mornings Digital stories

Service Environment

How many bedrooms at the service are single rooms?	5
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	1
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	<p>Parking provision to the front of the property with space for 4 vehicles</p> <p>Large enclosed garden to the rear of the property with mature planting</p> <p>Outside seating arrangements for sitting and dining</p> <p>Sensory area</p> <p>Container planting</p> <p>Private enclosed garden area off ground floor bedroom</p>
Provide details of any other facilities to which the residents have access	<p>Kitchen</p> <p>Utility room</p> <p>Relaxation area</p>

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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Digital apps, talking boards, picture boards and cards, objects of reference

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.

Drive has robust and varied procedures to ensure people are listened to and heard, make choices and decisions about their lives and daily living, and can access and arrange activities at Brynsadler Short Term Care and in the community. Our Values lie at the heart of everything we do to ensure support is provided in a dignified and respectful way.

All Personal plans are tailored to people's individual specific needs and are devised with input from people, their representatives and other professionals. Information is reviewed with people and their families before each stay. Our Inclusive Communication Policy and training ensures staff have the skills to meet and respond to individual communication methods including:

- PECS
- TEACHH
- BSL
- Talking boards
- Flash Cards

People do things that are important to them and are encouraged to develop to their full potential attending activities and making choices about daily living. Individual goals and skills teaching is supported through implementing the active support model and person-centred planning. People complete end of stay reviews are actively listened to and their opinions, concerns, and preferences are taken into account in the planning and preparation for their next stay.

Drive has developed a strong culture of Co-production, self-advocacy, and skills for independence through staff training and policies, including Person Centred Planning and Active Support and Reduction of Restrictive Practice. A 'My Life, My Way' Strategy sets out our values and expectations of enabling support and individual skills development.

Drive supports individual with advocacy/self-advocacy through partnership working with People First and local advocacy groups.

A range of forums and opportunities for feedback from people we support are arranged throughout the year:

- Local Conferences: six monthly
- Advisory Group Committee with Brynsadler Short Term Care representatives and Management Board: monthly
- Family Survey: annual
- Personal support plan reviews
- Quarterly Service Improvement Plan
- Quarterly Service Manager Monitoring
- RI visits and phone calls to families
- Compliments and Complaints Policy and procedures

Drive's Management board and Quality Assurance Committee receive a range of reports that comply with RISC requirements, including Quality of Care Reviews, Compliments and Complaints, Safeguarding, Customer Satisfaction Reports, and a Performance Report that includes feedback on 'You said, we did'.

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.

Drive provides short breaks and emergency support playing an important role in supporting the happiness, health, development, and overall well-being of people receiving support and their families.

Outcomes are planned with individuals, and quality assurance processes monitor progress through individual support plan and end of stay reviews, quarterly service improvement plans, quarterly RI and Service Manager visits.

People access support and guidance with personal care, self-care, communication, medication management, and mobility, enabling the development of social skills, and activities of daily living maintaining people's physical health and independence.

Drive uses Active Support approaches helping people to engage in skills teaching opportunities and recreational activities, learning and developing new skills. This has a positive impact on individual's confidence, personal growth and development.

Drive's comprehensive policies and training for staff is designed to ensure people's health and wellbeing needs are assessed, planned for and monitored. Our assessment, support plan and monitoring processes ensure people are as physically, mentally and emotionally healthy as possible, and have the opportunity to develop their social skills and activities of daily living in accordance with their individual preferences.

Policies and procedures include:

- Commencement of Service and Personal Plan Policy
- Autistic Spectrum Conditions Approaches Policy
- Person Centred Approaches and Active Support
- Personal Care Policy
- Personal Relationships and Sexuality
- Positive Risk Taking Policy
- Positive Behaviour Support and Reactive Strategies Policy

Procedures are in place to ensure optimum health and monitoring of any changes to people's health. Individual health plans, support plans and personal care routines ensure people's current needs are reflected ensuring continuity and consistency of approach to support, maintaining individuals safety, and overall well-being.

Drive has the infrastructure to support people with specialist needs with our Positive Behaviour Support and Autism lead, and 6 BILD accredited Reactive Strategy trainers. Positive Behaviour and Reactive Strategy policies and training, and Restrictive Practice Training reinforce necessary procedures, monitoring, and progress reviews.

Our My Life My Way team ensure people have knowledge of and access to a range of activities provided by Drive or other community groups.

The extent to which people feel safe and protected from abuse and neglect.

Drive has a suite of policies and procedures in place to support and protect people.

All staff are trained to understand and implement the following during induction:

- Safeguarding Policy and Procedure for Adults at Risk
- Restrictive Practice Policy
- GDPR and Confidentiality Policy
- Whistle blowing Policy and Procedure
- Compliments and Complaints
- Positive Behaviour and Reactive Strategies Policy
- Post Incident Support Policy
- Positive Risk- Policy and Procedure
- Personal Relationships and Sexuality Policy

Our policies are guided by The Wales Safeguarding Procedures, the Social Services Wellbeing Act 2014, Welsh Government statutory guidance, Regulation and Inspection of Social Care (Wales) Act 2016 and the UK Charity Commission Statement of Strategic Intent 2018-2023.

Managers and staff work in equal partnership with people and practitioners to avoid situations arising which are likely to lead to individuals experiencing abuse or neglect.

Together we seek to empower people to consider how they can retain control over their day to day life and achieve what matters to them. Staff engage with and listen to what people say about what is happening to them acting on information shared. All staff are trained to report any changes or concerns immediately.

Drive promotes Positive Behaviour Support to ensure people are in an environment which is 'capable' rather than challenging. Pro-active approaches are taken in prevention and early intervention.

We enable people to make positive choices by facilitating access to individual or group support sessions which help them build resilience, increase self-esteem, assertiveness and skills and knowledge in the areas of personal relationships and sexuality.

Drive's Policy and Procedure for Safeguarding Adults at Risk identifies the Designated Safeguarding Person for the organisation. The Designated Safeguarding Leads are Trustee's attending Drive's Quality Assurance Sub-Committee, who receive reports on safeguarding referrals and significant incidents.

Compliments and complaints, Staff conduct, Quality of Care reviews, and data on Adult at Risk Referrals and Regulation 60 reports are reported to the Management board every quarter, including a summary of themes, trends, and lessons learned.

99% of families contacted for the annual Family Stakeholder survey confirmed they had no concerns regarding the safety of their family member.

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

Drive provides well maintained accommodation, facilities and equipment appropriate to people's needs. This accommodation provides individual and communal space which people can access to meet with others, participate in activities of daily living and engage in their choice of social and leisure activities. All facilities provide for individual privacy, dignity, and safety. Our comprehensive policies and procedures and staff training are designed to ensure accommodation and support meet people's wellbeing and personal outcomes including, Health and Safety, Fire Safety, First Aid, Food Safety, Infection Prevention and Control, GDPR and Confidentiality, Safeguarding and Equality, Diversity and Human Rights. Drive's Health and Safety Manager completes regular assessments at the property and oversees the implementation of processes to monitor and maintain the accommodation to Regulatory Standards. Repairs identified are reported promptly and action taken in response to the level of urgency. There is a preventive maintenance plan to proactively maintain services and equipment. Specialist advice informs the use of aids and adaptations. Portable hoists support manual handling requirements and shower chairs aid people with restricted mobility. Telecare epilepsy sensors and bed occupancy sensors are used as required to support individuals health and wellbeing. Support referrals are considered in line with our Commencement of Service and Personal Plans Policy. A person-centered approach is taken, and people's needs are assessed and choices and wishes planned for. Support plans are written with individuals and reviewed regularly to reflect individuals progress and/or changes in support needs. Personal achievements and outcomes are monitored and evaluated at the end of each stay. The accommodation is equipped with modern facilities and people are able to cook their own food and attend to their laundry. They make creative use of indoor and outdoor recreational areas and access local facilities and amenities. The property has excellent local transport links. People using the service are consulted around all aspects of the accommodation and are currently exploring thoughts and ideas around the planned redevelopment of the large garden to the rear of the property. Annually Drive conducts a family stakeholder survey which includes questions on the Environment and Health & Wellbeing. Our 2022 survey shows families are at least 92% satisfied in both of these areas.

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)	15.36
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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
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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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	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.	Business Planning Sickness Absence Management SCW Employer Workshops Digital Training iTrent GDPR Supervision and Appraisal Restrictive Practice and Restraint Reduction
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
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	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
Infection, prevention & control	0
Manual Handling	0
Safeguarding	0
Medicine management	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	0
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
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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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Pressure Ulcer Prevention Training Digital training iTrent Confidentiality and GDPR Cyber Security

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

Nursing care staff

Does your service structure include roles of this type?	No
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Registered nurses

Does your service structure include roles of this type?	No
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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	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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cyber Security Confidentiality and GDPR Pressure Ulcer Prevention

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

Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts, evening shifts, sleep-in, weekends Working alongside support staff and manager Number of staff on shift depends on number of individual care and support needs
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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?	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	13
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	3
Health & Safety	3
Equality, Diversity & Human Rights	12
Infection, prevention & control	13
Manual Handling	13
Safeguarding	2
Medicine management	13
Dementia	0
Positive Behaviour Management	9
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy First Aid Inclusive Communication Values and Person Centred Active Support Anti-bullying and Harassment Health and Wellbeing Professional Practice Finance Cyber Security Confidentiality and GDPR
<p>Contractual Arrangements</p>	
No. of permanent staff	13
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)	8
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	4
<p>Typical shift patterns in operation for employed staff</p>	

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Day shifts, afternoons, evenings and weekends 3-5 staff on shift Sleep-in/waking night minimum of 1 staff (2 staff as required) The number of staff on shift is dependent on individual care and support needs
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
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

Service Profile

Service Details

Name of Service	Drive Cwm Taff
Telephone Number	01443845260
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	Drive would recruit staff who can speak other languages as required by individuals supported. A number of Welsh Language speaking staff are employed. Staff are trained in Inclusive Communication, and: Makaton TEACCH BSL

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	292
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
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The maximum hourly rate payable during the last financial year?	15.90
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Complaints

What was the total number of formal complaints made during the last financial year?	15
Number of active complaints outstanding	0
Number of complaints upheld	8
Number of complaints partially upheld	2
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support are consulted on developments in every region that we working in. During 2022/23 we have:</p> <ul style="list-style-type: none"> Advisory group committee – monthly, working in partnership with the Management Board Advisory Group representatives at Management Board Presentations at AGM Policy Reviews Easy Read information My Life, My Way Team – arrange participation events and activities for service development with individuals we support, e.g. walking groups, woodwork classes, choir, fitness, arts and crafts Advocacy/self advocacy Local Conferences Drive Talking Groups -Local groups (Quarterly) Good Service Questionnaire – People we support visit fellow supported people to obtain feedback Family Stakeholder survey – Annual Good Service Annual Report House Meetings Personal Support Plan Reviews Newsletter videos Seasonal parties and fundraising events Beach Cleans and recycling Community Hubs Coffee mornings Digital training Digital stories and one page profiles Outcome reviews Celebrating achievements

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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Digital Apps, Talking boards, Symbols, Objects of Reference

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.

Drive has a variety of procedures to ensure people are listened to and heard, make choices and decisions, and can access and arrange activities at home and in the community. Personal plans are tailored to individual needs and are devised with people, their representatives and other professionals. Individual goals and outcomes are monitored through monthly reviews and quarterly quality assurance processes. People choose how to record one page profiles and individual information, ranging from scrapbooks, photo albums, videos, and digital stories.

We work with multi-disciplinary support teams to ensure that individuals have assessments undertaken by relevant specialists, for example psychiatrists, occupational therapists, speech and language therapists, dieticians, and physiotherapists. Inclusive Communication Policy and training ensures that staff have the skills to respond to individual communication needs including:

- PECS
- TEACHH
- BSL
- Talking boards

Individual goals and skills teaching is supported through active support and person planning tools. Activity planners ensure people attend activities and make choices about daily living based on their preferences.

Drive has developed a strong culture of Co-production, self-advocacy, and skills for independence through staff training and policies, including Person Centred Planning and Active Support, and Restrictive Practice Policy. A My Life, My Way Strategy sets out our Values and expectations of enabling support. Forums were held with supported people to consult on the new Business Plan for 2023.

Drive supports individuals with advocacy/self-advocacy through partnerships and support to attend People First and local advocacy groups.

A range of forums and opportunities for feedback from people we support are arranged throughout the year:

- Quarterly Talking Groups: Merthyr Matters, Westenders, Valley Raiders
- Local Conferences
- Advisory group committee: Regional Representatives and Management Board: monthly
- House meetings
- Good Service questionnaire
- Family Survey: annual
- Peer Good Service checks by people we support
- Personal support plan reviews
- Quarterly Service Improvement Plan for each house.
- Quarterly monitoring visits to each house
- RI visits and phone calls to houses and families
- Compliments and Complaints Policy and procedures

Drive's Management board receive reports on Compliments and Complaints, Customer Satisfaction, Safeguarding, and a Performance Report including feedback on 'You said, We did'.

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.

Drive has created a suite of comprehensive policies and training for staff to ensure that health and wellbeing needs are assessed, planned for and regularly monitored. Our assessment, support plan and monitoring processes ensure that people are physically, mentally and emotionally as healthy as possible; people develop social skills and activities of daily living based on their individual preferences.

Outcomes are planned for with individuals, and for the local area as in the region. Quality assurance processes monitor progress, for example monthly individual support plans, quarterly service improvement plans, and quarterly RI and Service Manager visits to houses.

Drive uses Active Support to help people to engage in skills teaching opportunities and recreational activities, learning and developing new skills. This has a positive impact on individual's confidence, personal growth and development.

Our My Life My Way team including community connectors ensure people have knowledge of and access to a range of community groups and activities. Community gardens have been created in Aberdare and Maesteg, and Hubs offer arts and crafts, Zumba, Boccia, digital skills, and a monthly disco. Online activities include singing and support groups, and a weekly hybrid choir.

Policies and procedures include:

Commencement of Service and Personal Plan Policy

Autistic Spectrum Conditions Approaches Policy

Person Centred Approaches and Active Support

Personal Care Policy

Personal Relationships and Sexuality

Positive Risk Taking Policy

Positive Behaviour Support and Reactive Strategies Policy

Comprehensive training is provided to staff at all levels, including a 4 week induction program and refresher training. This includes:

Medication administration and observations

Values and active support

Inclusive communication

Health and Safety

First Aid

Epilepsy

Manual Handling

Health, food and nutrition

Safeguarding Policy for Adults at Risk

Procedures are in place to ensure optimum health and monitoring of any health changes:

Health Plans

Hospital Health Passport

Personal Care Routines

Personal Support Plans

Drive has the infrastructure and skills to support individuals with specialist needs, supported by a Positive Behaviour Support and Autism lead, and 6 BILD accredited Reactive Strategy trainers. Positive Behaviour and Reactive Strategy policies and training, and Restrictive Practice Training reinforce necessary procedures, monitoring, and monthly progress review reports.

The extent to which people feel safe and protected from abuse and neglect.

Drive has comprehensive policies and procedures in place to support and protect people.
 All staff are trained to understand and implement them during induction.
 Safeguarding Policy and Procedure for Adults at Risk
 Restrictive Practice Policy
 GDPR and Confidentiality Policy
 Whistle Blowing Policy and Procedure
 Compliments and Complaints
 Positive Behaviour and Reactive Strategies Policy
 Post Incident Support Policy
 Positive Risk- Policy and Procedure
 Personal Relationships and Sexuality Policy
 Our policies are guided by The Wales Safeguarding Procedures, the Social Services Wellbeing Act 2014, Welsh Government statutory guidance, Regulation and Inspection of Social Care (Wales) Act 2016 and the UK Charity Commission Statement of Strategic Intent 2018-2023.
 Managers and staff work in equal partnership with individuals and practitioners to avoid situations arising which are likely to lead to the individual experiencing abuse or neglect.
 We seek to empower individuals to consider how they can retain control over their day to day life and achieve what matters to them. Staff engage with and listen to what an individual says about what is happening to them acting on information shared. Daily diaries are used to encourage and facilitate regular discussion or observation about how individuals are feeling and behaving, and all staff are trained to report any changes or concerns immediately.
 Drive promotes Positive Behaviour Support to ensure that people live in an environment which is 'capable' rather than challenging. Pro-active approaches are taken in prevention and early intervention.
 We enable individual's to make positive choices by facilitating access to individual or group support sessions which will help them build resilience, increase self-esteem, assertiveness and knowledge in the areas of personal relationships and sexuality.
 Drive has a Policy and Procedure for Safeguarding Adults at Risk which identifies the designated Safeguarding Person for the organisation. Trustees are Designated Safeguarding Leads, attending Drive's Quality Assurance Sub-Committee, and receiving reports on safeguarding referrals and significant incidents. Compliments and Complaints, Staff Conduct, Quality of Care reviews, and data on Adult at Risk Referrals and Regulation 60 reports are reported to the Management board every quarter, including a summary of themes, trends, and lessons learned.
 Our Family Survey reported that 99% had no concerns about the safety of their relatives.

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)	463.70
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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
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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	5
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	4
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	5
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Business planning Sickness Absence Management CIW and Social Care Wales provider forums, employer workshops and learning events Digital Training iTrent Confidentiality and GDPR Cyber Security Restrictive Practice and Restraint Reduction

Contractual Arrangements

No. of permanent staff	5
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)	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 Service Manager	5
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
<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	28
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	4
Health & Safety	5
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	4
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Pressure Ulcer Prevention Digital Training iTrent Confidentiality and GDPR Cyber Security
<p>Contractual Arrangements</p>	
No. of permanent staff	28
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)	23
No. of part-time staff (17-34 hours per week)	5
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 social care worker	25
No. of staff working towards the required/recommended qualification	3
<p>Senior social care workers providing direct care</p>	
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	46
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	4
Health & Safety	3
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	7
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Cyber Security Confidentiality and GDPR Pressure Ulcer Prevention

Contractual Arrangements

No. of permanent staff	46
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)	36
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	40
No. of staff working towards the required/recommended qualification	6

Other 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	486
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	149
Health & Safety	139
Equality, Diversity & Human Rights	0
Manual Handling	112
Safeguarding	123
Dementia	4
Positive Behaviour Management	129
Food Hygiene	133
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Awareness Cyber Security Confidentiality and GDPR
Contractual Arrangements	
No. of permanent staff	486
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)	253
No. of part-time staff (17-34 hours per week)	179
No. of part-time staff (16 hours or under per week)	54
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	287
No. of staff working towards the required/recommended qualification	199
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Drive Gwent
Telephone Number	01443845260
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	Drive employs several staff who are Welsh Language speakers If other languages were required Drive would recruit staff to accommodate this.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	7
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	15.69

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>People we support are consulted on developments in every region that we working in. During 2022/23 we have:</p> <ul style="list-style-type: none"> Advisory group committee – monthly, working in partnership with the Management Board Advisory Group representatives at Management Board Presentations at AGM Policy Reviews Easy Read information My Life, My Way Team – arrange participation events and activities for service development with individuals we support, e.g. walking groups, woodwork classes, choir, fitness, arts and crafts Advocacy/self advocacy Local Conferences Drive Talking Groups -Local groups (Quarterly) Good Service Questionnaire – People we support visit fellow supported people to obtain feedback Family Stakeholder survey – Annual Good Service Annual Report House Meetings Personal Support Plan Reviews Newsletter videos Seasonal parties and fundraising events Beach Cleans and recycling Community Hubs Coffee mornings Digital training Digital stories and one page profiles Outcome reviews Celebrating achievements

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	Yes
List 'Other' forms of non-verbal communication used	Objects of reference, Picture Cards, Picture Board

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.

Drive has a variety of procedures to ensure people are listened to and heard, make choices and decisions, and can access and arrange activities at home and in the community. Personal plans are tailored to individual needs and are devised with people, their representatives and other professionals. Individual goals and outcomes are monitored through monthly reviews and quarterly quality assurance processes. People choose how to record one page profiles and individual information, ranging from scrapbooks, photo albums, videos, and digital stories.

Drive works with multi-disciplinary support teams to ensure that individuals have assessments undertaken by relevant specialists, for example psychiatrists, occupational therapists, speech and language therapists, dieticians, and physiotherapists. Inclusive Communication Policy and training ensures that staff have the skills to respond to individual communication needs including:

- PECS
- Talking boards

Individual goals and skills teaching is supported through active support and person planning tools. Activity planners ensure people attend activities and make choices about daily living based on their preferences.

Drive has developed a strong culture of co-production, self-advocacy, and skills for independence through staff training and policies, including Person Centred Planning and Active Support, and Restrictive Practice Policy. A My Life, My Way Strategy sets out our Values and expectations of enabling support. Forums were held with supported people to consult on the new Business Plan for 2023.

Drive supports individuals with advocacy/self-advocacy through partnerships and support to attend People First and local advocacy groups.

A range of forums and opportunities for feedback from people we support are arranged throughout the year:

- Quarterly Quality Assurance meetings with individuals, families and Housing Association
- Local Conferences
- Advisory group committee: Regional Representatives and Management Board: monthly
- House meetings
- Good Service questionnaire
- Family Survey: annual
- Peer Good Service checks by people we support
- Personal Support Plan reviews
- Quarterly Service Improvement Plan for each house.
- Quarterly monitoring visits to each house
- RI visits and phone calls to houses and families
- Compliments and Complaints Policy and procedures

Drive's Management board receive reports on Compliments and Complaints, Customer Satisfaction, Safeguarding, and a Performance Report including feedback on 'You said, We did'.

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.

Drive has created comprehensive policies and training for staff to ensure that health and wellbeing needs are assessed, planned for and regularly monitored. Our assessment, support plan and monitoring processes ensure that people are physically, mentally and emotionally as healthy as possible; people develop social skills and activities of daily living based on their individual preferences.

Outcomes are planned for with individuals, and for the local area as in the region. Quality assurance processes monitor progress, for example monthly individual support plans, quarterly service improvement plans, and quarterly RI and Service Manager visits to houses.

Drive uses Active Support to help people to engage in skills teaching opportunities and recreational activities, learning and developing new skills. This has a positive impact on individual's confidence, personal growth and development.

Our My Life My Way team including community connectors ensure people have knowledge of and access to a range of community groups and activities, both in person and online. Online activities include singing and support groups, and a weekly hybrid choir.

Person centred activity plans ensure people can book days out and holidays, supporting their health and wellbeing.

Policies and procedures include:

Commencement of Service and Personal Plan Policy

Autistic Spectrum Conditions Approaches Policy

Person Centred Approaches and Active Support

Personal Care Policy

Personal Relationships and Sexuality

Positive Risk Taking Policy

Positive Behaviour Support and Reactive Strategies Policy

Comprehensive training is provided to staff at all levels, including a 4 week induction program and refresher training. This includes:

Medication administration and observations

Values and active support

Inclusive communication

Health and Safety

First Aid

Epilepsy

Manual Handling

Health, food and nutrition

Safeguarding Policy for Adults at Risk

Mental Health

Procedures are in place to ensure optimum health and monitoring of any health changes:

Health Plans

Hospital Health Passport

Personal care routines

Personal support Plans

Drive has the infrastructure and skills to support individuals with specialist needs, supported by a Positive Behaviour Support and Autism lead, and 6 BILD accredited Reactive Strategy trainers. Positive Behaviour and Reactive Strategy policies and training, and Restrictive Practice Training reinforce necessary procedures, monitoring, and monthly progress review reports.

The extent to which people feel safe and protected from abuse and neglect.

Drive has comprehensive policies and procedures in place to support and protect people.
 All staff are trained to understand and implement them during induction.
 Safeguarding Policy and Procedure for Adults at Risk
 Restrictive Practice Policy
 GDPR and Confidentiality Policy
 Whistle Blowing Policy and Procedure
 Compliments and Complaints
 Positive Behaviour and Reactive Strategies Policy
 Post Incident Support Policy
 Positive Risk- Policy and Procedure
 Personal Relationships and Sexuality Policy
 Our policies are guided by The Wales Safeguarding Procedures, the Social Services Wellbeing Act 2014, Welsh Government statutory guidance, Regulation and Inspection of Social Care (Wales) Act 2016 and the UK Charity Commission Statement of Strategic Intent 2018-2023.
 Managers and staff work in equal partnership with individuals and practitioners to avoid situations arising which are likely to lead to the individual experiencing abuse or neglect.
 We seek to empower individuals to consider how they can retain control over their day to day life and achieve what matters to them. Staff engage with and listen to what an individual says about what is happening to them acting on information shared. Daily diaries are used to encourage and facilitate regular discussion or observation about how individuals are feeling and behaving, and all staff are trained to report any changes or concerns immediately.
 Drive promotes Positive Behaviour Support to ensure that people live in an environment which is 'capable' rather than challenging. Pro-active approaches are taken in prevention and early intervention.
 We enable individual's to make positive choices by facilitating access to individual or group support sessions which will help them build resilience, increase self-esteem, assertiveness and knowledge in the areas of personal relationships and sexuality.
 Drive has a Policy and Procedure for Safeguarding Adults at Risk which identifies the designated Safeguarding Person for the organisation. Trustees are Designated Safeguarding Leads attending Drive's Quality Assurance Sub-Committee, who receive reports on safeguarding referrals and significant incidents. Compliments and Complaints, Staff conduct, Quality of Care reviews, and data on Adult at Risk Referrals and Regulation 60 reports are reported to the Management board every quarter, including a summary of themes, trends, and lessons learned.
 Our Family Survey reported that 99% had no concerns about the safety of their relatives.

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)	14.50
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSH

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)	0
No. of part-time staff (17-34 hours per week)	0
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	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	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	1
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.	Medication Awareness and Observation iTrent Confidentiality and GDPR Cyber Security

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

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
<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	0
Equality, Diversity & Human Rights	2
Manual Handling	2
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.	Medication Awareness and Observation
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
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)	0
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	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	17
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	6
Health & Safety	12
Equality, Diversity & Human Rights	6
Manual Handling	16
Safeguarding	16
Dementia	1
Positive Behaviour Management	9
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Introduction to Autism

Contractual Arrangements

No. of permanent staff	17
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)	7
No. of part-time staff (16 hours or under per week)	7

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	5

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	Drive Western Bay
Telephone Number	01443845260
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	If other first languages were identified as a need, Drive would employ staff who could provide this. We also support individuals with: BSL Makaton PECS TEACHH
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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?	14
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	15.90

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	1
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?	<p>People we support are consulted on developments in every region that we working in. During 2022/23 we have:</p> <ul style="list-style-type: none"> Advisory group committee – monthly, working in partnership with the Management Board Advisory Group representatives at Management Board Presentations at AGM Policy Reviews Easy Read information My Life, My Way Team – arrange participation events and activities for service development with individuals we support, e.g. walking groups, woodwork classes, choir, fitness, arts and crafts Advocacy/self advocacy Local Conferences Drive Talking Groups -Local groups (Quarterly) Good Service Questionnaire – People we support visit fellow supported people to obtain feedback Family Stakeholder survey – Annual Good Service Annual Report House Meetings Personal Support Plan Reviews Newsletter videos Seasonal parties and fundraising events Beach Cleans and recycling Community Hubs Coffee mornings Digital training Digital stories and one page profiles Outcome reviews Celebrating achievements

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)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Digital apps, Talking Boards, Picture Boards and cards, Objects of reference

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.

Drive has a variety of procedures to ensure people are listened to and heard, make choices and decisions, and can access and arrange activities at home and in the community. Personal plans are tailored to individual needs and are devised with people, their representatives and other professionals. Individual goals and outcomes are monitored through monthly reviews and quarterly quality assurance processes. People choose how to record one page profiles and individual information, ranging from scrapbooks, photo albums, videos, and digital stories.

Drive works with multi-disciplinary support teams to ensure that individuals have assessments undertaken by relevant specialists, for example psychiatrists, occupational therapists, speech and language therapists, dieticians, and physiotherapists. Inclusive Communication Policy and training ensures that staff have the skills to respond to individual communication needs including:

- Social Scripts
- PECS
- TEACCH
- BSL
- Talking boards
- Flash Cards

Individual goals and skills teaching is supported through active support and person planning tools. Activity planners ensure people attend activities and make choices about daily living based on their preferences.

Drive has developed a strong culture of co-production, self-advocacy, and skills for independence through staff training and policies, including Person Centred Planning and Active Support, and Restrictive Practice Policy. A My Life, My Way Strategy sets out our Values and expectations of enabling support. Forums were held with supported people to consult on the new Business Plan for 2023.

Drive supports individual with advocacy/self-advocacy through partnerships and support to attend People First and local advocacy groups.

A range of forums and opportunities for feedback from people we support are arranged throughout the year:

- Talking Groups: Neath Natters
- Local Conferences: six monthly
- Advisory group committee with Regional Representatives and Management Board: monthly
- House meetings: monthly
- Good Service questionnaire: annual
- Family Survey: annual
- Peer Good Service checks by people we support
- Personal Support Plan reviews
- Quarterly Service Improvement Plan for each house.
- Quarterly monitoring visits to each house
- RI visits and phone calls to houses and families
- Compliments and Complaints Policy and procedures

Drive's management board receive reports on Compliments and Complaints, Customer Satisfaction, Safeguarding and a Performance Report including 'You said, We did.'

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.

Drive has comprehensive policies and training for staff to ensure that health and wellbeing needs are assessed, planned for and regularly monitored. Our assessment, support plan and monitoring processes ensure that people are physically, mentally and emotionally as healthy as possible, and can develop social skills and daily living activities based on individual preferences. Outcomes are planned for with individuals, and quality assurance processes monitor progress, e.g. monthly individual support plans, quarterly service improvement plans, and quarterly RI and Service Manager visits to houses.

Drive teaches Active Support to develop skills teaching opportunities and plan domestic and community activities, ensuring that each person is given the right level of support. This has a positive impact on individual's confidence, personal growth and development.

Our My Life My Way team including community connectors, ensure people have knowledge of and access to a range of community groups and activities. The people supported in this Region require specialist support, including autism, and grant funding has been secured to set up a community hub. Taster sessions in drumming, cooking and crafts have been set up, and a monthly disco.

Policies and procedures include:

Commencement of Service and Personal Plan Policy

Autistic Spectrum Conditions Approaches Policy

Person Centred Approaches and Active Support

Personal Care Policy

Personal Relationships and Sexuality

Positive Risk Taking Policy

Positive Behaviour Support and Reactive Strategies Policy

Comprehensive training is provided to staff at all levels, including a 4 week induction program, shadow shifts, and refresher training. This includes:

Medication administration and observations

Values and Active Support

Inclusive communication

Health and Safety

First Aid

Epilepsy

Manual Handling

Health, food and nutrition

Safeguarding Policy for Adults at Risk

Introduction to Autism

Procedures are in place to ensure optimum health and monitoring of any health changes:

Health Plans

Hospital Health Passport

Personal Care Routines

Personal Support Plans

Drive has the infrastructure and skills to support individuals with specialist needs, supported by a Positive Behaviour Support and Autism lead, and 6 BILD accredited Reactive Strategy trainers. Positive Behaviour and Reactive Strategy policies and training, and Restrictive Practice Training reinforce positive support, including individual monthly outcome review reports.

The extent to which people feel safe and protected from abuse and neglect.

Drive has comprehensive policies and procedures in place to support and protect people.
 All staff are trained to understand and implement them during induction.
 Safeguarding Policy and Procedure for Adults at Risk
 Restrictive Practice Policy
 GDPR and Confidentiality Policy
 Whistle blowing Policy and Procedure
 Compliments and Complaints
 Positive Behaviour and Reactive Strategies Policy
 Post Incident Support Policy
 Positive Risk- Policy and Procedure
 Personal Relationships and Sexuality Policy
 Our policies are guided by The Wales Safeguarding Procedures, the Social Services Wellbeing Act 2014, Welsh Government statutory guidance, Regulation and Inspection of Social Care (Wales) Act 2016 and the UK Charity Commission Statement of Strategic Intent 2018-2023.
 Managers and staff work in equal partnership with individuals and practitioners to avoid situations arising which are likely to lead to the individual experiencing abuse or neglect.
 We seek to empower individuals to consider how they can retain control over their day to day life and achieve what matters to them. Staff engage with and listen to what an individual says about what is happening to them acting on information shared. Daily diaries are used to encourage and facilitate regular discussion or observation about how individuals are feeling and behaving, and all staff are trained to report any changes or concerns immediately.
 Drive promotes Positive Behaviour Support to ensure that people live in an environment which is 'capable' rather than challenging. Pro-active approaches are taken in prevention and early intervention.
 We enable individual's to make positive choices by facilitating access to individual or group support sessions which will help them build resilience, increase self-esteem, assertiveness and knowledge in the areas of personal relationships and sexuality.
 Drive has a Policy and Procedure for Safeguarding Adults at Risk which identifies the designated Safeguarding Person for the organisation. Trustees are Designated Safeguarding Leads attending Drive's Quality Assurance Sub-Committee, and receiving reports on safeguarding referrals and significant incidents. Compliments and Complaints, Staff conduct, Quality of Care reviews, and data on Adult at Risk Referrals and Regulation 60 reports are reported to the Management board every quarter, including a summary of themes, trends, and lessons learned.
 Our Family Survey reported that 99% had no concerns about the safety of their relatives.

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)	78.70
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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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Business Planning Sickness and Absence Management SCW Employer workshops Digital Training iTrent Confidentiality and GDPR Cyber Security Supervision and Appraisal Restrictive Practice and Restraint Reduction

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)	0
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 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
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Other supervisory staff	
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	3
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	2
Health & Safety	1
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	1
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Reactive Strategies Epilepsy Digital Awareness iTrent Confidentiality and GDPR Cyber Security
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
<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)	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

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	2
Health & Safety	2
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	2
Dementia	0
Positive Behaviour Management	7
Food Hygiene	2

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Epilepsy,
Values and Person Centred Active Support
Probationary and Induction process
Inclusive Communication
First Aid
Bullying and Harassment

Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	1
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)	7
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	7
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
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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	65
No. of posts vacant	25
<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	21
Health & Safety	10
Equality, Diversity & Human Rights	0
Manual Handling	12
Safeguarding	11
Dementia	0
Positive Behaviour Management	14
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Observation and Management Confidentiality and GDPR Digital Awareness Autism Awareness Inclusive Communication
Contractual Arrangements	
No. of permanent staff	65
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)	35
No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	46
No. of staff working towards the required/recommended qualification	19
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No