

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:	Dyffryn Support Agency limited	
The provider was registered on:	09/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Dyffryn Support Agency	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	09/05/2019
	Responsible Individual(s)	Sion Hayes
	Manager(s)	Steve Thomas
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>Training is sourced via e-learning, this covers all mandatory training and more. Over the last 12 months we have started to go back to in-house training and at present focussing on Health & Safety, First Aid, Moving & Handling.</p> <p>We have appointed an 'Active Support' champion who supporting the Denbighshire staff in trialling the Active Support App.</p> <p>Three managers have been enrolled onto Level 3 Award in Education and Training course and once qualify, more of the training will be back in-house.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The main avenues of recruitment are on-line advertising, the majority of new staff have been referred by existing staff</p> <p>Retention of Staff</p> <ul style="list-style-type: none"> Competitive rates of pay Overtime Enhancement Enhanced A/I entitlement dependant on length of service BUPA Employee Assistance programme Expenses Allowance when accompanying Citizens on holiday Eyesight Test Reimbursement Hearing test reimbursement Food Allowance for when at work Pay Day Lottery Discount for use of company holiday home Vouchers at Christmas

Service Profile

Service Details

Name of Service	Dyffryn Support Agency
Telephone Number	01745345055

What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	Welsh Language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum hourly rate payable during the last financial year?	15.18
The maximum hourly rate payable during the last financial year?	19.00

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	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>Where possible all people that use the service are consulted on a monthly basis by the house manager or support staff where a consultation form is completed. This includes asking whether the person is happy with the service they receive. This covers areas such as-</p> <ul style="list-style-type: none"> Are you happy with your staff What is/isn't working for you Are you happy the the activities you do What would you like to do that your not doing now Are you happy with the meals you receive Do you know how to make a complaint <p>The Responsible individual and Service Manager make regular visits to the peoples homes where they meet with individuals and staff to ensure that people are happy with the service they receive.</p> <p>We also invite people who use the service to attend team meetings where they can be involved in making decisions that affect them</p> <p>Annual questionnaires are sent to all people that use our service and are encouraged to complete them by family or support staff.</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)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Another form of communication is 'ABC' which is used to determine what a person is trying to communicate through their behaviour.

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.

Consultation is key to ensuring that we are listening to wishes and views and giving people input into the development of the service. In a recent consultation a person explained that his least favourite activity was going to 'Men's Shed'. After further investigation it transpired that he would rather go to a different Men's Shed in a different town. This was arranged and now it's one of his favourite activities.

The consultation process we use with individuals is recorded and carried out monthly by one of the staff team, also the staff are continually consulting with individuals daily to ensure they are happy and have a fulfilled life.

Many of the people we support have complex needs and communication difficulties. We feel that staff retention is vital, this helps to ensure that people are supported by a team that are familiar with the different ways in which people communicate. This can be through facial expressions, body language and Makaton. This helps to ensure that the consultation process has maximum benefit to the individuals.

In one of our houses there are 5 tenants who can express their views and wishes relatively easily, they organise house meetings at least once a month to discuss what activities they would like to do such as days out and holiday destinations.

We feel that this area can be further improved by developing a more inclusive Forum that is led by the people who use our service throughout our supported living houses.

We have identified a Coordinator who will lead and liaise with individuals who would like to attend. This will be held on a Saturday morning to allow Service Users who work during the week to attend.

When appropriate we encourage people who use our service to attend our team meetings, this allows them to be part of the decision-making process on all aspects of their lives that are important to them.

Person Centred Reviews are held on an annual basis where we invite all that have significant roles in individuals lives such as relatives, Social Services, Health Care professionals and people involved in work placements. Here we discuss what's working/not working, areas that we can improve on and with the persons input we can set goals for the upcoming year.

Where possible we encourage people to participate to input into their own One Page Profile and their 'Personal Plans' where they can have a say about the service they receive. The 'Personal Plans' are a live document and an integral part of our service.

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.

Where possible people are encouraged to participate in the development of their 'Personal Plans' and have complete access to them at all times. If the person is not able to contribute, we seek advice from other significant people in their lives such as family/representatives, other health/social care professionals, advocates, and work placements.

After a Local Authority monitoring visit to one of our 'Supportive Living' housing, the monitoring officer reported "The service is utilising an assessment which records a traffic light system for hospital admissions. Within the record it gives a great amount of detail and preferences of the individuals, their communication abilities, dietary and medication needs and other personal information which may be relevant. Within the care files, records how staff are to encourage and engage individuals to maintain their independence and gain new skills. Within daily notes the PSO evidenced that staff encourage and support individuals in a proactive way by following an Active Support Model of care".

The Ethos of Active Support with the people we support promotes, develops, and assists their level of participation and full engagement in all aspects of their lives, while supporting individuals to understand and engage in their daily health issues, choices, and lifestyle. The Active Support Model improves the individual's self-esteem, self-confidence, and self-awareness. Giving people a sense of belonging in their own decision making and the ability to possess full autonomy over their lives. This will enable the people we support to feel valued and know they have a voice and be confident enough to be able to influence, determine and plan their quality of life, future health care and lifestyle options.

Dyffryn Agency has a staff turnover rate of 11% for the period from 1st April 2022 to 31st March 2023. This demonstrates that people are being supported by a consistent staff team which is vital to ensure that the people who support them have a good understanding of their needs. This is even more important for people who have communication difficulties and can't verbally communicate when they are unwell or unhappy about something. With continuity of staff comes continuity of service which ensures people continue the activities they enjoy and are supported to maintain relationships with family and friends.

Citizen consultation meetings have an important role in determining whether they are happy with the service they received.

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

The company has a robust and comprehensive policies and procedures system which is available for all staff to access any time of the day. All our policies and procedures are in accordance with the 'Social care and Well-being Act 2014' and the 'Regulation and Inspection of Social Care Wales Act 2016.

As part of our consultation process with people who use our service, we seek to establish that individuals are aware of how to make a complaint or raise a safeguarding issue. Where this is not possible, we ensure that all staff have received up to date 'Safeguarding' training and that they work within an open and transparent culture where people feel able to raise a concern/whistle-blow without prejudice or discrimination.

It is important that staff feel that they have the right skills to support people affected by safeguarding issues. Training forms an integral part of staff development and helps ensure that they are aware how to recognise and report abuse.

In-house safeguarding training provides a great platform for staff to discuss individually or in groups various experiences that they have encountered and how practices can be improved upon by developing safeguarding plans.

Up to date specialised training also ensures that staff are able to support people in ways that promote independence but also keep people safe from harm. Examples of this include Dysphagia and Buccal Midazolam training.

By having robust and comprehensive risk assessments we encourage staff not to see risk as a barrier to a person's liberty, development, or enjoyment. Risk assessments are in place to ensure that staff and the people they support have the required skills and knowledge to carry out activities with a minimal risk of harm.

Where possible we encourage people who use our service to participate in developing their own risk assessments. By doing this we feel that there is a far greater opportunity for a positive outcome.

Monthly Team meetings provide an opportunity for staff to discuss any ongoing issues that they may be facing or where improvements to service provision can be made. As many of the people we support benefit from a consistent team approach the monthly meetings help ensure that we are doing this, and if identified it's not happening, we can discuss and set action plans to develop a more consistent approach.

Staff supervisions are important to the service, it gives the staff opportunity to ask for more guidance or raise any concerns in a confidential environment.

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)	38.17
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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	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 5 Diploma, First Aid, Urinary Catheter Care, Safety of People & Premises, GDPR & Handling Information, Person Centred Approaches, Mental Capacity Act 2005, Infection Control, Epilepsy and Buccal Midazolam Training, Active Support, Diet & Nutrition, Diabetes, Challenging Behaviour in People with Dementia, Improving Outcomes in People with Dementia, Administration of Medicines and Autism Spectrum Disorder, Strategy Business Analysis (SBA).
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?	No
Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	9
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	9
Equality, Diversity & Human Rights	5
Manual Handling	9
Safeguarding	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Urinary Catheter Care, First Aid, Safety of People & Premises, GDPR & Handling Information, Person Centred Approaches, Mental Capacity Act 2005, Infection Control, Epilepsy and Buccal Midazolam Training, Active Support, Diet & Nutrition, Diabetes, Challenging Behaviour in People with Dementia, Improving Outcomes in People with Dementia, Administration of Medicines and Autism Spectrum Disorder.
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
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	42
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	8
Health & Safety	42
Equality, Diversity & Human Rights	24
Manual Handling	42
Safeguarding	42
Dementia	0
Positive Behaviour Management	0
Food Hygiene	42
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Urinary Catheter Care, First Aid, Safety of People & Premises, GDPR & Handling Information, Person Centred Approaches, Mental Capacity Act 2005, Infection Control, Epilepsy and Buccal Midazolam Training, Active Support, Diet & Nutrition, Diabetes, Challenging Behaviour in People with Dementia, Improving Outcomes in People with Dementia, Administration of Medicines and Autism Spectrum Disorder.
<p>Contractual Arrangements</p>	
No. of permanent staff	35
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	7
<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)	19
No. of part-time staff (17-34 hours per week)	13
No. of part-time staff (16 hours or under per week)	3
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	34
No. of staff working towards the required/recommended qualification	9
<p>Other types of staff</p>	
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.	<p>Health and Safety Coordinator - Ensure the agency is in compliance and adheres to Occupational Health and Safety guidelines. Conduct project audits and monitor staff to evaluate if health and safety laws are being followed. Review and update Policies and Procedures, Risk Assessments and Personal Emergency Evacuation Plan (PEEP) for the people we support.</p> <p>Office Manager-Front of house duties, answering phone, Time sheets, Record of hours, Collating all new staff details, ID cards, Covering shifts due to sickness and Annual leave, Ensuring staff DBS are up to date</p>
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Filled and vacant posts

No. of staff in post	2
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	IOSH Managing Safely, NEBOSH General Certificate, COSHH, Fire Safety, Medication, First Aid at Work, Infection Control, and Level 3 Diploma - Health and Social Care.

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)	1
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	2
No. of staff working toward required/recommended qualification	0