

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:	Elysium Cymru Ltd	
The provider was registered on:	18/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Kensington Place	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/03/2019
	Responsible Individual(s)	Amanda O'Meara
	Manager(s)	Jayne Edwards
	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	All staff have regular supervisions where all training needs/development and requirements are identified and discussed. All training is organised and planned through the RI. Training is provided by Newport City Council, and other private organisations. All staff have a training file with an individual training and development plan. All training attended, dates completed, dates to renew and refresh are recorded and monitored.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year we have recruited 4 new staff. All new staff complete an application form which includes a full history of employment explaining any gaps. All references x 2 and DBS checks are completed before commencement of employment. All new staff then receive a full induction and undertake shadow shifts before engaging in full shifts with the Tenants. As an organisation we pay above the minimum wage to all staff.

Service Profile

Service Details

Name of Service	Kensington Place
Telephone Number	01633282554
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	6
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.11
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The maximum hourly rate payable during the last financial year?	18.11
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Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	House meetings with the Tenants are carried out weekly. Yearly quality assurance questionnaires are sent out yearly.
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
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Makaton	No
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British Sign Language (BSL)	No
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Other	No
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Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>As the RI I visit the services one to two times per week where I engage with both Tenants and Staff. Topics discussed include the participation in activities and classes to home visits and general well being. Regular Tenants house meetings are carried out so that ideas and suggestions can be discussed, agreed and implemented to enhance the service provision by valuing individual opinions that shape the service that individuals require. We have also recently introduced a suggestion box for all Tenants and Staff. All meetings are recorded. I carry out monthly audits where I monitor, check and evaluate a selection of records and ensure all operational systems continue to be effective, encompassing all individual plans of support, vocational planners, risk assessments, Tenants and house finances, house issues, vehicle checks where applicable. Monthly keyworker meetings are carried out where views and opinions on how the service is provided is discussed and implemented and all housing related support is provided. All Tenants have a handbook with accessible policies which includes letting us know what you think policy and procedure.</p> <p>A yearly QA review questionnaire is sent to all staff, families and other professionals involved with the service to input feedback. These are then analysed and recommendations discussed and implemented within given timescales. This enables us to continuously look at ways to improve the service we provide. I attend local authority/service commissioners reviews to ensure delivery of the agreed care and support is being carried out to a high standard.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>All tenants are supported to remain as healthy as possible. Each individual has a health related file which provides information in respect to any ongoing health needs and emotional wellbeing. All past and upcoming health appointments and outcomes are recorded. All tenants are fully supported to attend all health appointments and are supported with the administration of any prescribed medication. Staff support tenants to monitor their weight and encourage regular exercise.</p> <p>All tenants are provided with healthy eating options to promote a healthy diet, which are detailed on their chosen menus.</p> <p>All tenants are supported to utilise all local community facilities i.e. using public transport where able, visiting libraries, leisure centres, shopping, banking, eating out etc to enable them to be a part of their local community.</p> <p>To support the tenants in the planning of achievable targets to enable them to reach their ultimate goal in any task that they undertake to enable and enhance progression and development.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a robust recruitment process in place to employ people suitable for their role. An application form is completed which includes a full work history with any gaps explained. Two references are obtained and an enhanced DBS is required before commencement of employment. All tenants can be assured all pre employment checks have been carried out.</p> <p>All induction and ongoing relevant training including safeguarding is provided to all staff.</p> <p>All tenants have a handbook with accessible policies including how to raise any concerns, issues, complaints and opinions this is also discussed during monthly keyworker meetings. Risk management plans are in place to enable the tenants to stay safe and as independent as possible.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	15
	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	15
	Health & Safety	15
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	15
	Dementia	0
	Positive Behaviour Management	8
	Food Hygiene	15
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control, Autism Awareness, Fire training, First Aid, AWIF, Administration of Medication, Mental Capacity Act, Deprivation of liberty, Effective Communication.
	<p>Contractual Arrangements</p>	
	No. of permanent staff	15
	No. of Fixed term contracted staff	0
	No. of volunteers	0
	No. of Agency/Bank staff	1
	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)	14	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
<p>Staff Qualifications</p>		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	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	14
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	14
Health & Safety	14
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	14
Dementia	0
Positive Behaviour Management	14
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control, Autism Awareness, AWIF, Administration of Medication, Mental Capacity Act, Deprivation of Liberty, Effective Communication, Fire Safety Awareness, First Aid.
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
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)	14

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	5
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No