

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:	Freshstart Care Ltd	
The provider was registered on:	01/02/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Han Y Bont Residential Childrens Home	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	01/02/2021
	Responsible Individual(s)	Tomos Wyn
	Manager(s)	Holly Jarvis
	Maximum number of places	3
	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	The RI regularly attends the home to spend time with the team and the children. By doing so it gives the RI the opportunity to identify areas that need additional training. The leadership team have made training and development of staff a priority at HYB. The team meet every Monday to discuss the needs of the service. The RI completes a training needs analysis and utilises the online system to evidence this. Supervisions are also utilised to gain staff views on their training needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	As part of the monthly monitoring process, the RI will analyse the staffing needs and discuss with the manager and the rota manager in relation to where additional resources are needed. FSC Ltd have a low turnover of staff and this can be linked to the culture of the home and the support staff receive from the leadership team. Once recruited, there is an induction and training program in place as well as shadow shifts prior to staff working on shift. SMT will regularly check in with new staff.

Service Profile

Service Details

Name of Service	Han Y Bont Residential Childrens Home
Telephone Number	01554897206
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	Members of the leadership team and some of the staff at Han Y Bont can speak fluent Welsh and are happy to converse and write in Welsh. The leadership team encourage staff to actively begin discussions with "Bore Da" and utilise "Diolch".
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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?	3
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Fees Charged

The minimum weekly fee payable during the last financial year?	4400
The maximum weekly fee payable during the last financial year?	12000

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?	Weekly children's meetings Manager sit downs Weekly visits to the home from the RI Questionnaires and feedback forms - eg "My first week at HYB" The children complete questionnaires prior to their CLA meeting and have access to an advocate if needed. The RI has reached out directly to professionals for feedback for his quality of care report - social workers, guardians, parents. De-briefs are held with children post intervention to capture their views. Staff questionnaires are circulated and information collated.

Service Environment

How many bedrooms at the service are single rooms?	3
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	3
How many bathrooms have assisted bathing facilities?	0
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	There is a large garden at the back of the property. There is patio space and a large grassed area surrounded by trees. There are picnic benches outside for the children and staff to sit on. There are apple and pear trees in the garden.
Provide details of any other facilities to which the residents have access	With the previous child there was a sensory / chill out room. This was possible due to it being a solo placement. FSC Ltd have purchased the property recently and would like to develop the property to further enhance the home and to continuously improve the wellbeing of the children - therapeutic pod in the garden, play area and equipment etc.

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	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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.

The team have worked incredibly hard at HYB to embed the importance of capturing the voice of the child into day to day practice and to integrate innovative ways for children to express their views, wishes and feelings. What has been integral is not only listening what children need in relation to their care and support but to act on what is discussed.

This coincides with the strength based approach the staff adapt and to try and truly understand what makes children happy and what's important to them. One statement within our quality standards states, from the eyes of the child - " Staff listen to me, and care about what's important to me." This simple, but impactful statement sets out a measure for the team to reflect on.

Staff have worked proactively to give the children opportunities to gain new experiences, identified areas of interest and to have support to pursue these whilst being exposed to opportunities for positive risk taking. The statement within our standards - "Adults care about my views and wishes and they don't let me down" is another key indicator around meeting the needs of the child and ensuring that they remain central to their care as it's their lives and we are there to support and help them reach their potential.

The children have weekly children's meetings where an array of topics are discussed, there are Monday morning cuppa tea sit downs with the manager and weekly visits from the RI.

The team are regularly consulting and liaising with the children and a "feedback form" is given which is relevant to the level of understanding of the child and is tailored specifically for the individual.

The team were innovative and created a "gratitude board" which was used by both children and staff and gave further opportunities to express their positive feelings and an opportunity to reflect on what they have to be grateful for. "The team that cares for me, work together and keep me informed of changes quickly and honestly. If I disagree with what they say, I can raise this with people who listen."

This statement within our standards is of vital importance, children must feel free and comfortable to challenge elements of their care and support, they need to understand that we will listen, and they can speak to independent professionals and have access to an advocate. From analysis, oversight, feedback and monthly monitoring the leadership team are confident that regulatory requirements are being met.

<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>"I get to experience moments of joy on a daily basis." - this is a prominent statement where we must support children to experience joy on a daily basis, these instances can be simple and making the child smile with their favourite breakfast, giving them a heartfelt "cwtch" or assisting them during their family time. The team strive for children to feel happy with us at HYB. HYB is a warm and welcoming environment with a compassionate and empathetic staff team, where smiles and joy is infectious.</p> <p>The team at Han Y Bont are fully aware of the importance of maintaining and promoting the health and well-being of those we care for. Meeting the children's basic needs is a simple process that begins prior to admission with detailed discussions with the placing authority around the child's health needs. The manager at the home proactively registers the children with the local Dr and looks to connect with the CLA nurse post admission. The staff team encourage and educate around the importance of a healthy lifestyle, for both the children's physical and mental health. Walks, time outside, gym and exercise is promoted, encouraged and supported at the home, The team have an array of skills and backgrounds that compliment this approach.</p> <p>"I am supported to see my family and friends as these relationships are important to me." We strive to facilitate and support family time and provide solutions rather than barriers in order to make family time accessible and enjoyable. "Those around me look for what I am good at, what I do well and what I want to achieve." The team will focus on what is going well and where the child wants to go in life, and make conscious efforts to praise children and develop their self esteem and resilience." I get support to with things I struggle with to do with my health and wellbeing, this can be simple things like attending the doctor, my mental health and keeping fit and well – the management with support from the staff teams, monitor, document and act on any health related concerns with urgency. nutritious and wholesome diet is encouraged. From analysis, oversight, feedback and monthly monitoring the leadership team are confident that regulatory requirements are being met.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>"I have positive role models in my life that I can look up to and speak to when I need help." - having role models for children to look to for comfort has a positive impact on how safe they feel. Management emphasise the importance of integrity and transparency that is reinforced via the induction process. The quality, experience and training of staff has been imperative in keeping children safe and protected at HYB. The vision for HYB from outset was for it to be a safe, nurturing environment and for the children to seek comfort in the ability to make the home, as close as possible to a family for them. Face to face, specialist safeguarding training, followed by refresher training and a robust safeguarding policy helps the service keep children and the staff team safe.</p> <p>The leadership team invest heavily in the induction, training and development of their staff teams. A thorough and quality induction and training process enhances the knowledge and skills of staff to provide high-quality care and support to vulnerable children and families. FSC Promotes best practices and current standards in child protection and welfare whilst increasing staff confidence and job satisfaction. The aim of the training and development approach is to support the development of a culture of continuous learning and improvement within the organisation ensures that staff have the necessary knowledge and skills to work with children and families from diverse backgrounds.</p> <p>Some training staff receive</p> <ul style="list-style-type: none"> Safeguarding and child protection as previously mentioned. Restrictive physical intervention and personal safety Children's legislation De-fusion and promoting therapeutic relationships Medication administration Ligature awareness and removal <p>"Keeping me safe is important and the team around me understand the how positive risk taking will help me grow and mature"</p> <p>The staff work positively with the children to around understanding what "staying safe" means. " Staff work tirelessly to keep children, documenting and sharing concerns whilst also giving children space to develop resilience. The team further promote the importance of safeguarding within Han Y Bont by implementing a safeguarding fact sheet where there are prompts and information around some important safeguarding principles. From analysis, oversight, feedback and monthly monitoring the leadership team are confident that the service is exceeding the regulatory requirements. Safeguarding will remain a priority at HYB.</p>

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

Han Y Bont has proven to be an ideal environment for children to thrive, mature and develop into their teens and adult hood. Not only has it proven to be an amazing place to live, staff and stakeholders enjoy working or attending HYB

Han Y Bont is a large, spacious and well decorated home where each child has their own en suite. Having a large bedroom with an en-suite promotes their independent living growth along with improving self-esteem and self-worth. The home has a large outdoor area and garden and has two living areas that are accessible by the children. Children are encouraged to spend time in the communal areas with staff but also support and respect their right to privacy.

Han Y Bont is located in a semi-rural area but has the luxury of being easily accessible to local amenities within a short walk. It has been recognised that the environment of Han Y Bont portrays a calm and peaceful ambiance. This contributes to an apparent calming effect on behaviour.

All Employers have a legal duty to ensure the health, safety and welfare at work of their employees. The leadership team at HYB, take this responsibility seriously, the leadership team care for the children and the employees and provide training as part of the physical intervention package around section 2,3, and 7 of the Act. When discussing health and safety everyone must consider the duty of care we have for ourselves and others around us, this is clearly explained in the induction and training process at HYB.

"My home feels like a home and I have nice things." – Han Y Bont is warm, spacious, well decorated and welcoming. The children deserve to live in a nice home and have nice things. FSC Ltd invest in the environment at HYB and liaise with the children on ways to make the home their home. The team are currently in the process of creating the HYB wind farm for one of the children who has a passion for these and turn to them as a form of safety.

"My home is safe, clean and I get to personalise things to my own taste." – During the transition process the team liaise with the children around how staff can best make them feel at home and how they would like their room decorated – this includes decisions around colour scheme, bedding and posters. This initial interaction portrays that staff listen to what the children like and want and respond appropriately. From analysis, oversight, feedback and monthly monitoring, SMT are confident and happy with the quality of care provided.

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
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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	1
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1

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

Legislation - children's
ADHD - full day
Autism awareness
Ligature awareness and removal
De-fusion and communication
GDPR
Specialist 2 day Autism training
Promoting therapeutic relationships
GDPR
RPI and use of safety pod

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	1

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?	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	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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	0
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Annual Restrictive intervention tutor refresher conducted by the National Federation of personal safety Autism awareness training.
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
Registered nurses	
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	4
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	4
Safeguarding	4
Medicine management	1
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism awareness training Promoting therapeutic relationships Children's legislation Systems and processes Ligature awareness and removal RPI and the use of safety pod De-fusion and communication GDPR Specialist 2 day Autism training
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	4

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<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.	<p>Team leaders work 12 hour shifts - 7.30am until 7.30pm and complete sleep in duties. They will work 14 contracted shifts per month. They often work back to back shifts in order to provide continuity and structure for the children and to aid in ensuring communication is of a high standard. The team leaders are responsible for handover and ensuring that the care officers provide the best possible level of care to the children. A day shift - 3 staff on shift Nights - waking nights and a sleep in staff. Manager at the home - weekdays and she also supports by covering shifts and sometimes weekends.</p>
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	4
Health & Safety	1
Equality, Diversity & Human Rights	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	9
Medicine management	2
Dementia	0
Positive Behaviour Management	9
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>GDPR Autism awareness De-fusion an promoting therapeutuic relationships Ligature awareness and removal</p>
<p>Contractual Arrangements</p>	

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	4
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)	5
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.	Days -3 x staff working 0730 19,30 Nights - waking nights 19.30 - 07.30 - sleep in staff go to bed approx 11pm, ensures home is settled before retiring to bed., SMT on call
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	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