

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:	Hanbury Care LTD	
The provider was registered on:	08/10/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hanbury Care Ltd	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	08/10/2021
	Responsible Individual(s)	Kerry Wade MBE
	Manager(s)	Alexis Redwood
	Maximum number of places	2
	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 Company are signed up to the subscribe to The training hub which provides all mandatory and non mandatory training. QCF development is provided by WBTA, however those staff who have come to us with their own providers are supported to remain . (Apprenticeship Wales and TSW) both home have THRICE accr edited practitioners and CPD plans
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Both homes are staff with established, experience contracted staff . Safer recruitment is in place and no agency staff are used, Annu al appraisals take place, monthly supervisions take place. Staff are retained via a supportive senior leadership team and we wage match local authority and offer free private health insurance .

Service Profile

Service Details

Name of Service	Hanbury House
Telephone Number	07871660253
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh language offer is available

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
--	---

Fees Charged

The minimum weekly fee payable during the last financial year?	5750.00
The maximum weekly fee payable during the last financial year?	8750.00

Complaints

What was the total number of formal complaints made during the last financial year?	00
Number of active complaints outstanding	00
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?	Home visited by RI at least monthly where staff and children are engaged Monthly home meetings are undertaken with the children monthly team meetings, Key working sessions take place with the children and important conversations are recorded. Feedback sought from Case holders, and placing authorities Family members and significant others are contacted by RI to seek feedback Neighbours are spoken to by RI, QCF providers offer feedback in relation to training staff supervision takes place monthly

Service Environment

How many bedrooms at the service are single rooms?	2
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	0
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	front and back gardens. The back is decked with eating space and a herb garden with potted plants. Locally there are many parks and recreation areas. The home has 2 cars to enable transport to these.
Provide details of any other facilities to which the residents have access	Access to local leisure centres, youth clubs and other group activities.

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

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>Childrens comments and views are taken on board and acted upon. The children have a say in their personal plans and the home décor, activities and day to day running Staff are trained and committed to advocate children's wishes and feeling to be heard and were appropriate met. Children have regular house meetings and keyworking sessions. NYAS available SW and family visits take place.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>The children are happy and supported, feedback from Social workers and family is good. Children are supported to attend clubs and leisure activities with peers in the community. We have strong behavioural boundaries and policies in place to support these. All children have positive behavioural and handling plans which are updated monthly or in line with their needs. All staff are team teach trained and the use of PACE coupled with a psychologically informed environment enhance out THRIVE ethos</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The home is warm and welcoming. All staff have safeguarding training. Children have trigger plans for missing. There is a robust safeguarding plan and policy in place which covers Missing and child exploitation, all staff are aware and able to follow procedures if a safeguarding concern arises. We have made links with the LADO in the LA, local policing team and Safeguarding Hubs.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>aims and objectives and achievements are documented on personal plans and updated monthly by keyworkers following key working sessions. CLA are taking place in a timely manner. All children are registered with GP, Dentist and Opticians and appointments are up to date. Key working recordings capture the quality Standards which is fed back via monthly monitoring.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	8
--	---

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

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

Staff Type

Service Manager

Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	1 Currently completing level 5 leadership and management in Health and social care
<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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</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	1
No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
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.	NVQ level 4/5

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

Other supervisory staff

Does your service structure include roles of this type?	No
---	----

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?	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	10
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	10
Equality, Diversity & Human Rights	10
Infection, prevention & control	10
Manual Handling	10
Safeguarding	10
Medicine management	10
Dementia	0
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF Level 3 AWIF Thrive Team Teach
Contractual Arrangements	
No. of permanent staff	6
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
<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)	6
No. of part-time staff (17-34 hours per week)	0

No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> <p>Typical shift patterns in operation for employed staff</p> </div>	
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.	0800-2300 S RD 0800-2300 S RD 0800-2300 S RD RD RD RD RD Average if 35hrs per week
<div style="border: 1px solid green; padding: 2px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	4
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