

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:	INDEPENDENT USER HW - BESPOKE SUPPORT SERVICE LIMITED	
The provider was registered on:	11/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Independent User Bespoke Support Service (IUBSS)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/06/2018
	Responsible Individual(s)	Catherine Wantling
	Manager(s)	Catherine Wantling
	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	Throughout the year regular plans and process are put in place to plan and organise all training needs both mandatory and specialist training. A training matrix is provided and updated monthly or as and when training is completed. Training is both completed online and in a formal setting face to face with specialist qualified suppliers. We monitor all the presenting needs of the person we support and identify any current needs or changing needs and match this with training requirements.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are delighted that the workforce is stable and there is very little movement of staff. We work very hard at staff retention and are delighted that some staff have worked in the practice for 15 years. If we have recruited staff due to maternity leave or retirement we have managed to recruit new staff from current friends of staff. We recognise the National difficulties in recruitment and will only consider correctly qualified staff coming into our very special team who are all hand picked.

Service Profile

Service Details

Name of Service	Independent User Bespoke Support Service (IUBSS)
Telephone Number	07903112791
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	we use Makaton sign Language and TOBI, with objects of reference.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	26.00

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?	We have a continuous consultation open with people who use the service. we are delighted that we have many compliments from people who are very happy with the service provided.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	TOBI communication systems

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.	We have Happiness surveys provided to ensure we capture how people feel about their care and support service provided to them. We ensure opportunities are provided to enable health and well-being and social activities are engaged with and enjoyed.
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.	As an adult only service we are led by the individuals supported and understand what it is they want to achieve. We enjoy working with people in a person-centred way to ensure they meet their own goals. We support health and well-being, communication needs and any behaviour challenges and communication needs.

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

We ensure we assess the needs of the individual listening to their voice, body language and general demeanour. We have an open dialogue with all staff and experts who engage in the service to ensure we know the base line of a person so we can note any changes to ascertain that people feel safe and protected.

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)	11
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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?	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>	
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	1
Positive Behaviour Management	1
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Other areas of training undertaken this year by this position are the following: Fire safety for Domiciliary Care, First Aid, Food Hygiene, Health and Safety, Medication Practice for Domiciliary Care, Moving and Handling, Key Trainer Train the Trainer, Safeguarding and Protection Of Adults, COSHH, Communication, Dignity in Care, Dysphasia, Equality, Diversity and Inclusion, Mental Capacity Act and DOLS & LPS, Pressure Area Care, Sepsis, Cat stay Calm Well-being, GDPR Stage 1, Moving and Handling Passport, Medical Awareness level 2, Safeguarding accredited training level 2, SPACE & Behaviours that challenge, sensory awareness, Autism, Dementia, Diabetes, End of Life, Recording Information, Person Centred Care, Lone working. Epilepsy Awareness
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Contractual Arrangements	
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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.	
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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	
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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

Other supervisory staff	
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Does your service structure include roles of this type?	No
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Senior social care workers providing direct care	
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Does your service structure include roles of this type?	No
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Other social care workers providing direct care	
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Does your service structure include roles of this type?	No
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Other types of staff	
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Does your service structure include any additional role types other than those already listed?	No
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