

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:	Innovate Trust Ltd	
The provider was registered on:	31/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Innovate Trust Community Living	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/05/2019
	Responsible Individual(s)	Karen Baker
	Manager(s)	Silva Phillips, Becky Williams, Gemma Wali
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Innovate Trust Community Living	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/06/2019
	Responsible Individual(s)	Karen Baker
	Manager(s)	Mark Phillips, Lorraine McGrath
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Innovate Trust Respite Service(Short Stay Service)	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	31/05/2019
	Responsible Individual(s)	Karen Baker
	Manager(s)	Steve Hydes
	Maximum number of places	4
	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

To comply with legislation, we ensure our Induction Training Programme follows SCW Induction Framework and that new recruits attend a 15-day programme before assignment to services. Experienced employees adhere to a 3-year refresher training syllabus that includes eLearning, bespoke instruction and classroom training enabling employees to maintain best practice and update knowledge i.e. changes in regulation. This is monitored and evaluated by the training department for further future planning.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Our recruitment process involves, screening & pre-selection; inter views based on job descriptions and personal specifications that reflect skills, qualifications and experience. Conditional offers are subject to employment checks e.g. DBS, proof of right to work, work history, references, etc. Retention of staff is based on mentoring and coaching support, training, flexible working, etc. We have a 'step up to management' program to support staff to develop in their career path.

Service Profile

Service Details

Name of Service	Innovate Trust Community Living
Telephone Number	02920382151
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?	157
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Fees Charged

The minimum hourly rate payable during the last financial year?	16.35
The maximum hourly rate payable during the last financial year?	18.57

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	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Every six months we send feedback forms and questionnaires to the people we support asking for their views and feedback on what they feel we do well and what we can improve on. We also have an annual in person consultations with families where we arrange coffee mornings which we did in November 2022, to attain feedback to look at ways on how we can improve the service. We have monthly 'Taking Part' meetings where people we support are encouraged to share new ideas when reviewing policies and service systems. There is a Diversity and Inclusion Project that is organised by SVC where people can participate in day to day topics. There are weekly groups 'Breakfast Club', 'Coffee mornings' that are peer led where people with mental health issues are encouraged to share their experiences with others. This has led us to review our Medical Care policy. Innovate have regular quarterly meetings with key people within the Local Authority to discuss peoples service provision.

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)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	light writer, easy read, braille,

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 carry out 'Well Being' visits to all services where we meet with people to establish their views on the service they are receiving and provide information on new opportunities for individuals to take part in new activities. We have recruited a representative from each locality to provide peer support when people are completing the 'Satisfaction survey' in their own home. Each person has regular monthly meeting with their link worker to assess what support is required for tenancy, social, personal, domestic and financial matters. There are regular house meetings where people with their co-tenants discuss the management of the property. Senior Managers complete regular REG 73 visits where they attain feedback from the people living in those service as well as their families to attain information of how views the support they receive. Every six months we send feedback forms and questionnaires to the people we support asking for their views and feedback on the support they are receiving and if they are happy in their home. We have an online app (developed by Innovate Trust called INSIGHT) which enables people we support to share (taking pictures and posting on the site) their families what they are achieving. INSIGHT also has online activities that people can access as well as community-based activities that are organised by our Participation Department, Skills & Well Being, S VC or by the people we support. We have a monthly 'Accessible Policy Group' where people we support are shaping the process and style of reviewing policies from their perspective. Staff create an open culture by using a person-centred approach tailored to each individual. All plans are person centred and are developed with the person, their families, carers or other relevant people such as social workers or health professionals. In addition to this we meet with case managers and the person to assess progress, identifying personal growth and development. There are representatives from each locality that sit on the Board of Trustees, attending regular meetings where they express their views, ideas and opinions of organisational matters.

<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 service uses tools such as working/not working and the 4+1 review tool from "Helen Sanderson Peron Centred Approaches" this helps to collect all the feedback data from the people we support, families, professionals to assess where the service is and plan for how we move forward. Opportunities to improve people's outcomes through more effective communication and joint working arrangements with people we support is progressing positively. Goals and plans are set for each person and progress is monitored and recorded. We support and assist people to attain new living skills which is led by them on what they want to learn. All plans are person centred and provide clear evidence of therapeutic interventions, guidelines, and action plans, devised by specialists that staff implement; We invite specialists to provide bespoke training around supporting specific conditions for the staff team e.g. Prada Willi, diabetes, epilepsy, inclusive communication, Behavioural needs etc. staff transfer this information onto the individual's personal plan. Peoples health requirements are periodically assessed regularly as some of their therapeutic programmes may change over the course of that year. Where vulnerable individuals are dependent on others, we have safeguarding procedures / systems in place to ensure that all individuals receive the best possible care and support. Staff working in this service utilize various monitoring forms, that record an individual's 'intake and outtake' of fluids and foods. We implement a healthy eating guidance / plans for people to assist in a variety of pre-agreed diets. We have a 'red alert' system, whereby any allergies to named food items such as nuts, eggs, etc. are noted on an individual's file, the medical administration and chart system. We have a monthly Relationship and Sexuality Group that are peer led workshops where people can share experiences. We also have a Well-Being group for men and a Young Person Group (25yrs and under) where people can express their experiences and share advice. There is also a 'Yoga for Well-being Class' and a 'Well Being Garden' where people can access to relax and practice stress free techniques.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a comprehensive policy on safeguarding which adheres to the All Wales Adult Protection policy and procedure for responding to allegations and suspicions of abuse, harm or neglect of adults at risk and vulnerable adults. Staff are aware of the Process for Managing Safeguarding Reports and Complaints. We provide training and videos for people we support on awareness of abuse and how to tell someone. We have ensured that in all properties where we provide support all individuals have access to the explanatory video 'ABUSE - Tell Someone' made specifically for people with learning disabilities. This is designed to help individuals identify signs of abuse for themselves, explaining & demonstrating what to do & who & how to report it to. We also show this video every six months at our 'Taking Part' groups. Staff are aware of the Process for Managing Safeguarding Reports and Complaints as we provide Safeguarding training, based on the All Wales Basic Safeguarding Awareness Training (Level 2). All records pertaining to individuals in services are kept safe and secure either in their own room or stored securely in locked cabinets in the property on their behalf. In the services we complete assessments on the compatibility between service users and focus on age, ability, sex, disposition, health requirements and vulnerability. This is then relayed to the local authority. Staff ensure that they adhere to the security of the property during the day and at night, ensuring the windows and external doors are secured. Some people's bedroom doors have locks with keys that people are responsible for and that can be secured at times when they aren't in a service. During the year we ran a "live better session" which included an introduction to Health and Safety, how to manage risks in day to day life and food and fire safety. The feedback we had from the people who attended was that it was fun and interactive. Safe systems of work and risk assessments have been undertaken to manage risk activities across all of our settings where some people may have behaviours that challenging. In all instances we support positive risk taking and work with individuals to increase their independence. We have stringent checks and monitoring across all our processes within the service that identifies any concerns or changes in a person's presentation or anomalies with their daily living e.g. health, finance, etc.</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) 332

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>	
Filled and vacant posts	
No. of staff in post	26
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	23
Equality, Diversity & Human Rights	23
Manual Handling	26
Safeguarding	20
Dementia	4
Positive Behaviour Management	8
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Recruitment training - 20 staff Fire Warden - 26 staff Payroll training - 26 staff Medicine Management - 21 staff Infection prevention and control - 8 staff Mental Health awareness training - 12 staff Administration of buccal midazolam - 26 staff
Contractual Arrangements	
No. of permanent staff	26
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)	26
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	25
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?	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	39
No. of posts vacant	12
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	30
Equality, Diversity & Human Rights	22
Manual Handling	9
Safeguarding	33
Dementia	4
Positive Behaviour Management	15
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Warden - 39 staff Payroll training - 28 staff Medicine Management - 33 staff Infection prevention and control - 20 staff Mental Health awareness training - 39 staff Administration of buccal midazolam - 39 staff
Contractual Arrangements	
No. of permanent staff	39
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)	38
No. of part-time staff (17-34 hours per week)	1
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	38
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?	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	577
No. of posts vacant	77
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	271
Health & Safety	517
Equality, Diversity & Human Rights	326
Manual Handling	501
Safeguarding	523
Dementia	22
Positive Behaviour Management	501
Food Hygiene	552
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control - 265 staff Administration of buccal midazolam service specific - 182 staff
Contractual Arrangements	
No. of permanent staff	582
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	60
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)	275
No. of part-time staff (17-34 hours per week)	171
No. of part-time staff (16 hours or under per week)	136

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	399
No. of staff working towards the required/recommended qualification	107
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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Innovate Trust Community Living
Telephone Number	02920382151
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?	82
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Fees Charged

The minimum hourly rate payable during the last financial year?	15.33
The maximum hourly rate payable during the last financial year?	18.26

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?	Every six months we send feedback forms and questionnaires to the people we support asking for their views and feedback on what they feel we do well and what we can improve on. We also have an annual in person consultations with families where we arrange coffee mornings which we did in November 2022, to attain feedback to look at ways on how we can improve the service. We have monthly 'Taking Part' meetings where people we support are encouraged to share new ideas when reviewing policies and service systems. There is a Diversity and Inclusion Project that is organised by SVCS where people can participate in day to day topics. There is a weekly 'Chatter and Natter group' where people with mental health issues are encouraged to share their experiences with others. This has led us to review our Medical Care policy. Innovate have regular quarterly meetings with key people within the Local Authority to discuss peoples service provision.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	easy read, eye gaze

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>We carry out 'Well Being' visits to all services where we meet with people to establish their views on the service they are receiving and provide information on new opportunities for individuals to take part in new activities. We have recruited a representative from each locality to provide peer support when people are completing the 'Satisfaction survey' in their own home. Each person has regular monthly meeting with their link worker to assess what support is required for tenancy, social, personal, domestic and financial matters. There are regular house meetings where people with their co-tenants discuss the management of the property. Senior Managers complete regular REG 73 visits where they attain feedback from the people living in those services as well as their families to attain information of how views the support they receive. Every six months we send feedback forms and questionnaires to the people we support asking for their views and feedback on the support they are receiving and if they are happy in their home. We have an online app (developed by Innovate Trust called INSIGHT) which enables people we support to share (taking pictures and posting on the site) their families what they are achieving. INSIGHT also has online activities that people can access as well as community-based activities that are organised by our Participation Dept, Skills & Well Being, S VC or by the people we support. We have a monthly 'Accessible Policy Group' where people we support are shaping the process and style of reviewing policies from their perspective. Staff create an open culture by using a person-centred approach tailored to each individual. All plans are person centred and are developed with the person, their families, carers or other relevant people such as social workers or health professionals. Additional to this we meet with case managers and the person to assess progress, identifying personal growth and development. There are representatives from each locality that sit on the Board of Trustees, attending regular meetings where they express their views, ideas and opinions of organisational matters.</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 service uses tools such as working/not working and the 4+1 review tool from "Helen Sanderson Person Centred Approaches" this helps to collect all the feedback data from the people we support, families, professionals to assess where the service is and plan for how we move forward. Opportunities to improve people's outcomes through more effective communication and joint working arrangements with people we support is progressing positively. Goals and plans are set for each person and progress is monitored and recorded. We support and assist people to attain new living skills which is led by them on what they want to learn. All plans are person centred and provide clear evidence of therapeutic interventions, guidelines, and action plans, devised by specialists that staff implement; We invite specialists to provide bespoke training around supporting specific conditions for the staff team e.g. Prada Willi, diabetes, epilepsy, inclusive communication, Behavioural needs etc. staff transfer this information onto the individual's personal plan. Peoples health requirements are periodically assessed regularly as some of their therapeutic programmes may change over the course of that year. Where vulnerable individuals are dependent on others, we have safeguarding procedures / systems in place to ensure that all individuals receive the best possible care and support. Staff working in this service utilize various monitoring forms, that record an individual's 'intake and outtake' of fluids and foods. We implement a healthy eating guidance / plans for people to assist in any pre-agreed diets. We have a 'red alert' system, whereby any allergies to named food items such as nuts, eggs, etc. are noted on an individual's file, the medical administration and chart system. We have a monthly Relationship and Sexuality Group that are peer led workshop's where people can share experiences. We also have a Well-Being group for men and a Young Person Group (25yrs and under) where people can express their experiences and share advice. There is also a 'Yoga for Well-being Class' and a 'Well Being Garden' where people can access to relax and practice stress free techniques.</p>

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

We have a comprehensive policy on safeguarding which adheres to the All Wales Adult Protection policy and procedure for responding to allegations and suspicions of abuse, harm or neglect of adults at risk and vulnerable adults. Staff are aware of the Process for Managing Safeguarding Reports and Complaints. We provide training and videos for people we support on awareness of abuse and how to tell someone. We have ensured that in all properties where we provide support all individuals have access to the explanatory video 'ABUSE - Tell Someone' made specifically for people with learning disabilities. This is designed to help individuals identify signs of abuse for themselves, explaining & demonstrating what to do & who & how to report it to. We also show this video every six months at our 'Taking Part' groups'. Staff are aware of the Process for Managing Safeguarding Reports and Complaints as we provide Safeguarding training, based on the All Wales Basic Safeguarding Awareness Training (Level 2). All records pertaining to individuals in services are kept safe and secure either in their own room or stored securely in locked cabinets in the property on their behalf. In the services we complete assessments on the compatibility between service users and focus on age, ability, sex, disposition, health requirements and vulnerability. This is then relayed to the local authority. Staff ensure that they adhere to the security of the property during the day and at night, ensuring the windows and external doors are secured. Some people's bedroom doors have locks with keys that people are responsible for and that can be secured at times when they aren't in a service. During the year we ran a "live better session" which included an introduction to Health and Safety, how to manage risks in day to day life and food and fire safety. The feedback we had from the people who attended was that it was fun and interactive. Safe systems of work and risk assessments have been undertaken to manage risk activities across all of our settings where some people may have behaviours that challenging. In all instances we support positive risk taking and work with individuals to increase their independence. We have stringent checks and monitoring across all our processes within the service that identifies any concerns or changes in a person's presentation or anomalies with their daily living e.g. health, finance, etc.

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)	158
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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	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	2
Health & Safety	9
Equality, Diversity & Human Rights	5
Manual Handling	3
Safeguarding	8
Dementia	2
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Recruitment training - 10 staff Fire Warden - 10 staff Payroll training - 10 staff Medicine Management - 8 staff Infection prevention and control - 2 staff Mental Health awareness training - 10 staff Administration of buccal midazolam - 10 staff
<p>Contractual Arrangements</p>	
No. of permanent staff	10
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)	10
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	9
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
<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	14
No. of posts vacant	8

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	7
Health & Safety	9
Equality, Diversity & Human Rights	5
Manual Handling	6
Safeguarding	14
Dementia	0
Positive Behaviour Management	3
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Warden - 14 staff Payroll training - 14 staff Medicine Management - 14 staff Infection prevention and control - 6 staff Mental Health awareness training - 14 staff Administration of buccal midazolam - 7 staff

Contractual Arrangements

No. of permanent staff	14
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)	14
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	14
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?	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	190
No. of posts vacant	30

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	56
Health & Safety	177
Equality, Diversity & Human Rights	140
Manual Handling	66
Safeguarding	186
Dementia	2
Positive Behaviour Management	66
Food Hygiene	55
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine Management - 190 staff Infection prevention and control - 92 staff Mental Health awareness training - 190 staff

Contractual Arrangements

No. of permanent staff	190
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	10

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)	135
No. of part-time staff (17-34 hours per week)	32
No. of part-time staff (16 hours or under per week)	23

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	135
No. of staff working towards the required/recommended qualification	55

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Details

Name of Service	Innovate Trust Respite Service(Short Stay Service)
Telephone Number	02920212516
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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Fees Charged

The minimum weekly fee payable during the last financial year?	18.57
The maximum weekly fee payable during the last financial year?	19.72

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?	Every six months we send feedback forms and questionnaires to all the people we support and their families/carers, asking for their views and feedback on what they feel we do well and what we can improve on. We also send "My Stay" reports home with the person after their stay and talk to the families to establish how the stay went and to attain other supporting data. Annually we arrange for in person consultations where the respite service arranges a coffee morning with stakeholders. This usually occurs at the end of the year. We did this in November 2022, where we met with families to attain feedback to look at ways on how we can improve the service and share ideas. We have regular monthly meetings with key people within the Local Authority to discuss placements and attain feedback from professional colleagues who have links with families, carers and the people we support providing us with data on the suitability of the service for those individuals.

Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	2
How many bathrooms have assisted bathing facilities?	2
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	The front of the property has a small path leading to a residential road where car parking is limited to permit holders only. The rear of the property consists of paved and decked areas which are all maintained to a good standard. There is garden furniture available for guests, allowing them to relax and socialise. There is also a BBQ for outside dining.
Provide details of any other facilities to which the residents have access	For guests with mobility requirements the property has ramps to access the property at the front and rear and in the downstairs hallway. All equipment in the property is prescribed for Individual Needs by an occupational therapist. Available at the property is: Tracking Hoist in ground floor back bedroom, from bedroom to bathroom Mobile Hoist Shower Chairs Bath Chair Profiling beds Bedrail – approved by local authority Dropdown bars / Hand rails All equipment is checked daily / weekly by staff, hoisting equipment is LOLER tested twice annually by LOLER qualified engineer. Digital Night monitors Specialised Cutlery, Plate Guards Plastic cups, plates, bowls etc. Bedroom door alarms and front door alarm Crash mats Sensory Lights IPad/iPad, with Proloquo2Go communication application Televisions in bedrooms that have access to Virgin Media and have firesticks, giving access to various streaming services and Netflix Alexa speakers x 7 that are programmed to close blinds.

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)	No
Makaton	Yes
British Sign Language (BSL)	Yes
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.

<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>We hold meetings for each guest attends a meeting called "chat about my stay" where the individual will tell us what they would like to do, or achieve and how we can tailor our service to meet their needs such as, teach new skills and support with digital inclusion. We also provide ideas and opportunities for individuals to experience new activities. Utilising these resources staff work to maintain and develop individual's social, personal, shopping and cooking skills by assisting them to access the local community and to build relationships through accessing various places within that community e.g. shops, churches, libraries, clubs, civic amenities, sports and leisure facilities, to help to prepare people to move into their own homes. We also offer an online app developed by Innovate Trust called INSIGHT which offers people we support to share (taking pictures and posting on the site) with their families, the things they are achieving during their stay. INSIGHT also has on line activities that people can access, as well as community-based activities that are organised by our participation or the skills and well-being department's, as well as the people we support. Guests also get to say who they would like to stay with and with this information we work on compatibility for future guests' bookings. The individuals who stay at respite are supported at every opportunity to tell us what they want from their stay as well as encouragement to voice their opinions to shape their future stays. The participation department also send out 'satisfaction surveys' to families to attain information about the quality of the service and if this is meeting their needs. Staff create an open culture by using a person-centred approach tailored to each individual. All plans are person centred and are developed with the person, their families, carers or other relevant people such as social workers or health professionals. Additional to this case managers meet with us to assess progress, identifying personal growth and development which is then recorded into their personal plan.</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>We use tools such as 'working/not working' and the 4+1 review tool from "Helen Sanderson Person Centred Approaches" this helps to collect all the feedback data from guests, families, professionals to assess where the service is and plan for how we move forward. Opportunities to improve people's outcomes through more effective communication and joint working arrangements with other professionals is progressing well. Goals and plans are set for each person and progress is monitored and recorded in Personal plans. We support, assist and teach people to attain new living skills which is led by them on what they want to learn. All plans are person centred and provide clear evidence of therapeutic interventions, guidelines, and action plans, devised by specialists that staff record into the person personal plan. We invite specialists to provide bespoke training around supporting specific conditions for the staff team e.g. Prada Willi, diabetes, epilepsy, inclusive communication, Behavioural needs, etc. Staff transfer this information onto the individual's support profile as well as their working file. All therapeutic programmes are confirmed by communicating with families, carers, or specialists; with the advice and guidance provided before each guest stay. All information around the guests support requirements for their stay is recorded into their personal file as well as written in the guests working file. As guests visit the service for short periods, some of their therapeutic programmes may change over the course of that year, in this case the programmes are reviewed and revised by the particular specialist with the families/carers and updated regularly for our staff to follow. Where vulnerable individuals are dependent on others, we have safeguarding procedures and systems in place to ensure that all individuals receive the best possible care and support. Staff working in this service utilize various monitoring forms, that record an individual's 'intake and outtake' of fluids and foods, relaying this information to families or carers through 'My Stays' forms. We implement a healthy eating guidance with plans for specific guests to assist in a pre-agreed diets either from home or through specialist input. We have a 'red alert' system, whereby any allergies to named food items such as nuts, eggs, etc. are noted on an individual's file and medical administration and chart system. This is then relayed to key people in guest review meetings.</p>

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

Regular meetings with the Local Authority determine safety elements for providing support to guests and their families which does include Risk Assessments and Deprivation of Liberty Safeguarding arrangements. In the respite service we complete assessments on the compatibility between guests and focus on age, ability, sex, disposition, health requirements and vulnerability. We plan stays using this information to reduce potential breach of personal safety and have found that many individuals benefit from this approach, developing productive relationships. Upon a guest's arrival staff record any personal belongings, medication and money they have. Where there is an assessed need some of these items are kept securely with clear recordings to substantiate this. There are alarms fitted to the front door to alert any breach of safety during the daytime or night time hours. There are also similar sounding alarms to the bedroom doors (should they be required) to alert staff of any unusual activity during the night-time hours, thus ensuring all guests are safe whilst sleeping. Staff ensure that they adhere to the security of the property during the day and at night, confirming the windows and external doors are secured. All bedroom doors have locks with keys but are not secured upon occupancy, unless individuals have capacity, receiving a key that they are responsible for during their stay. In all instances we support positive risk taking and work with individuals to increase their independence. All guests receive information on how to keep themselves safe and they are encouraged to watch a video and an easy read literature prepared by the Independence group. We have a comprehensive policy on safeguarding which adheres to the All Wales Adult Protection policy and procedure for responding to allegations and suspicions of abuse, harm or neglect of adults at risk and vulnerable adults. We provide training and videos for people we support on awareness of abuse and have ensured that they are provided with the video 'ABUSE - Tell Someone' made specifically for people with learning disabilities. This is designed to help individuals identify signs of abuse for themselves, explaining & demonstrating what to do & who & how to report it to. Staff are aware of the Process for Managing Safeguarding Reports and Complaints as we provide Safeguarding training, based on the All Wales Basic Safeguarding Awareness Training (Level 2).

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

Innovate Trust has always sought to place the individual at the heart of planning for service delivery. To achieve this, we have a participation strategy that focuses on systems encouraging active participation from individuals who use our services. This begins by ensuring guest support plans are developed with those guests to ensure maximum involvement, choice, control and wellbeing. We encourage the individual to identify the support they would like or think they need and promote continual feedback throughout the process. The personal plan is an evolving document and as individuals are supported throughout the process, guests' achievements and outcomes are formulated by that person. The service operates a link worker system whereby a member of staff is allocated a number of guests that they have link worker responsibility to. This means a familiar and experienced staff member will meet with a guest to ascertain their choices, aspirations and preferences in various areas of their support or what they want from their stay. From attaining this information, the link worker compiles a personal support profile that encompasses support requirements, aspirations, abilities / skills, personal preferences, like or dislikes, outcomes for the team to utilize during a guest stay. The support levels are provided considering each guest support needs as well as planning and coordinating various venues / accessing community facilities e.g. education, sport, leisure, social and cultural or religious type activities. Staffing ratios are an important factor in ensuring each individual's stay allows time for meeting to determine: any changes in activity preferences, any plans the person has in learning new skills, such as baking cakes, etc. any changes to their current support plan, change in medication or any other information that is relevant to that person's support. All progress is recorded onto the 'My Stay' reports and into INSIGHT profile page.

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) 6

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>	
	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	0
	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.	Recruitment training - 1 Fire Warden - 1 Mental Health awareness training - 1 Administration of buccal midazolam - 1
	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	
<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
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?	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	0
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.	Fire Warden - 1 Mental Health awareness training - 1 Administration of buccal midazolam - 1 BSL LEVEL 1 x 1
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
Other supervisory staff	
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	6
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	1
Health & Safety	6
Equality, Diversity & Human Rights	0
Infection, prevention & control	6
Manual Handling	6
Safeguarding	6
Medicine management	6
Dementia	0
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Health awareness training - 6 Administration of buccal midazolam - 6 BSL LEVEL (1) X 2
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	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)	6
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 social care worker	4
No. of staff working towards the required/recommended qualification	2
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?	No
Domestic 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>	
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	0
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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

Catering staff

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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