

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:	Innovative Care Limited	
The provider was registered on:	07/11/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ferry House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	07/11/2022
	Responsible Individual(s)	Louise Hutter
	Manager(s)	
	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	We are a new provider and opened in November 2022. Before we opened we had our core management team in place including home manager and senior residential workers along with 6 residential workers. All staff were provided with our core training before the home opened to the service users. Staff also had to complete online training for other areas of CPD. Any new staff ongoing are given induction, shadow shifts and face to face and online training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	As we are a new provider we put a senior management team in place before the home was opened and registered. We recruit new staff through Indeed and ongoing if there are current staff that have friends/family that are interested in working for us. The retention of staff is important to us and since opening we have retained most of the staff that started with us when we opened. There have been a few staff that have felt the job was not for them as they were new to the sector.

Service Profile

Service Details

Name of Service	Ferry House
Telephone Number	01639821319
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?	4
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Fees Charged

The minimum weekly fee payable during the last financial year?	5000
The maximum weekly fee payable during the last financial year?	5000

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?	<p>Young People are consulted during young people's meetings, key working sessions and when their care plans are updated their key workers will chat with them and give them the choice to put their views and wishes across. They are also consulted for their review meetings and can actively take part in them if they wish.</p> <p>As part of the six month review on the service a questionnaire will be given to the young people to ask how happy they are. If there is any improvements that can be made and if there is anything they would like. As the R I I visit the home on a weekly basis and speak to the young people that are at the home regularly.</p>

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?	1
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	The home has a small back garden, laid with bark. This is a safe / secure place they young people have access too.
Provide details of any other facilities to which the residents have access	None

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.

All our young people are able to have their voices heard. We do a children's meeting every week where all the young people can get involved. Areas discussed can be the menu for the following week, if there's anything they want the home and the staff to do, different activities they may want to do at the home. Once the young people have settled at the home that can go out with staff to choose different furnishings and decorations for their bedrooms to make this space more personalised to them. Each young person has a personal plan which details the care and support that we as a service will provide for the young people and how this looks. This is updated regularly with the voice of the child at the centre. The young people's outcomes are also part of this personal plan, these are discussed with the young people with their keyworkers and home manager and also put into their child friendly plan which is more easy read for the young person to understand. Young people have regular keyworking sessions this is where the young people can discuss any concerns or worries they may have. Keyworking sessions can also be used to work on the young people's outcomes, for example if a young person is struggling with personal hygiene and it is part of their outcomes to work on this. Their progress can be discussed during a keyworking session and the staff member can help support them to achieve positive outcome. Areas discussed by social worker about the young person's care and support are always discussed with the young person. If for example a change in their plan has been made by the social worker and the staff are informed of this the home manager always informs the young person of this and asks them if they are happy with this and if not what we can do to help support them. All young people are offered advocacy and if they don't understand and what this is explained to them. The RI visits the home the minimum on a weekly basis. The regularly chat to the young people to make sure they are happy with the care and support they are getting from the staff team and the home.

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.

All young people have health plans attached to their personal plans. All young people are registered with local dentist, doctors and opticians. All young people are supported to attend any medical appointments they may need to attend by staff at the home. We also support the young people we look after with their intellectual, social and behavioural development. Intellectual development - All our young people attend education. We encourage this within the home. If young people are excluded from school, staff try and encourage the young people to do some school work at the home and chat with them to the reasons why they have been excluded or refusing to attend education and explain the importance of going to school. We also help support the young people in life skills for example learning to complete everyday chores such as using the washing machine, making basic meals and cleaning. This is something that we do daily with the young people so they can develop these skills over time. Social development - We support our young people by going in to the community with them, helping them in shops to develop monetary skills. A couple of the young people we support struggle to cope with social situations and being in places where there are lots of people. We are working with them to develop their social skills and their anxiety while being out in the community. Behavioural development - All our young people have incentive charts and are rewarded with a present/gift of their choice. With positive behaviours being rewarded and praised. We praise small achievements as well as big achievements as this sometimes takes time, using small goals/outcomes.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff are trained in Safeguarding children and young people and know the company policy if they feel that the young people are abused and neglected and what to do if they feel this is a concern.</p> <p>Young people at the home will voice to staff if they feel that they are being abused and neglected. Paperwork is in place to make sure if anyone has any safeguarding concerns around this issue it is dealt with appropriately.</p> <p>It is also important when accepting new referrals to the home we complete detailed pre-placement matching/risk assessments to make sure that the young people who live at the home and kept safe and that the staff are able to manage any behaviours and issues safely and correctly.</p> <p>When completing assessments on any potential new young person there are three stages, the first having the paperwork sent across to the manager which contains information about the young person and their needs. If the manager feels they may be a match they are then able to go to stage two which is to speak to the child's social worker and any other professionals associated with the young person life. This is a vital stage as a lot of information can be gathered that maybe wasn't in the information received.</p> <p>If this stage is positive, we can then progress to stage three and this is a face-to-face meeting with the child (where possible), a young person can come to the home for a visit/tea. Or the manager / staff can go and meet the young person.</p> <p>Placement plans are kept up to date in line with any meetings for the children and young people to make sure that if there are any issues that would place the young people we look after in harms way, we as a provider know the correct procedure and have clear guidelines if this occurs.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>All young people at the home have a home that is safe and secure, where they are able to express any concerns they have to our dedicated staff team.</p> <p>All young people have keyworkers and these along with all the staff at the home will work closely with the young people to achieve their personal outcomes. These are discussed with the young people regularly and personal outcomes will be centred around each individual young person. All the staff at the home have a good rapport with the current young people that live there and are able to discuss the young people's wellbeing and achievements with them. We praise the young people and give positive prizes/rewards for positive outcomes achieved and use incentive chart to work on areas with the young people that help support this. It maybe very little 'baby steps' to get positive achievements however these are also praised and rewarded.</p> <p>Staff complete positive postcards to give to the young people so they feel a sense of belonging and positive wellbeing. Such as; 'thanks for a great day today, you were amazing company helping with the house food shop'. 'Well done for having a really positive day at school today'.</p> <p>Many of our young people really like these postcards and put them on display in their bedrooms.</p> <p>However small we always acknowledge the achievements of our young people to give them a sense of pride and belonging.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>11</p>
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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
	<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	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model Basic First Aid Diabetic 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 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?	No
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?	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	2
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	2
Manual Handling	2
Safeguarding	2
Medicine management	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model Basic First Aid Diabetic Training
Contractual Arrangements	
No. of permanent staff	2
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)	2
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>Senior staff members follow a 2 week rolling rota Week 1 - Tuesday 7.30am - 20.30pm Friday 07.30am - 20.30pm Saturday 07.30am - 20.30pm Sunday 07.30am - 20.30pm Total Hours: 52hours Week 2 - Monday 07.30am - 20.30pm Wednesday 07.30am - 20.30pm Thursday 07.30am - 20.30pm Total Hours: 39</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	1
No. of staff working towards the required/recommended qualification	1
<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	8
No. of posts vacant	1
<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	11
Health & Safety	11
Equality, Diversity & Human Rights	11
Infection, prevention & control	11
Manual Handling	11
Safeguarding	11
Medicine management	11
Dementia	0
Positive Behaviour Management	11
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Trauma Recovery Model Basic First Aid Diabetic Training
Contractual Arrangements	
No. of permanent staff	8
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	2
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)	8
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.	Residential workers work on a 8 week rolling rota. Each week is either day shift work 07.30am - 20.00pm or waking night shifts 19.30pm - 08.00am Residential workers work 4 shifts one week - Total hours: 50hours 3 shifts alternating weeks - Total hours: 37.5hours
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	8
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Maintenance Officer - This is one of the directors, senior staff complete a senior check list weekly if there is any maintenance jobs that need to be completed these are sent to the directors to be completed. The directors visit the home on a weekly basis and /or when maintenance issues occur.
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	0
Manual Handling	0
Safeguarding	1
Medicine management	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	0
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

Staff Qualifications

No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0