

# 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:	MSF Group Ltd	
The provider was registered on:	12/10/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bluebird Care Pontypridd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/11/2021
	Responsible Individual(s)	Mohsin Fazal
	Manager(s)	Tracy Heaven
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Bluebird Care Pontypridd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/10/2021
	Responsible Individual(s)	Mohsin Fazal
	Manager(s)	Tracy Heaven
Partnership Area	Cwm Taf Morgannwg	
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 prioritize employee training to ensure high-quality care. Assessing needs, induction, basic life support, medication assistance, safeguarding, and manual handling training are provided. Supervisions and spot-checks occur weekly for three months, then monthly. Staff complete 30 hours of e-learning, with refreshers. All staff complete Wales manual handling passport and medication courses. Continuous learning is encouraged, including NVQ in health & social care. Feedback identifies knowledge gap
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We collaborate with a specialist firm for recruitment ads and market analysis. Mandatory interviews, references, and enhanced DBS checks are conducted. Compliance with minimum wage laws. Competitive salaries, support, training, and reasonable schedules aid retention. Uniforms, mileage rates, and counselling provided. Monthly supervisions, NVQ, work-life balance, and recognition rewards offered. Exit interviews enhance retention addressing concerns.

## Service Profile

### Service Details

Name of Service	Bluebird Care Pontypridd
Telephone Number	07456000438
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 have a coordinator and a carer who are fluent in Welsh.

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	110
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	24
The maximum hourly rate payable during the last financial year?	24

##### 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?	All staff are made aware of the business's performance and this information can be shared with service users upon request.

##### 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.

<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>It is important to ensure that people receiving care and support feel that their voices are heard and can contribute towards the care they receive. We do this by adopting a person-centered approach to care by involving them in the decision-making processes, respect their choices, and tailor the care and support to their specific needs. Service users are involved in the care planning process, allowing them to express their preferences, set goals, and make decisions about the care and support they receive. We welcome their input when developing personalized care plans that reflect their individual needs and aspirations and offer a range of care and support options to individuals, allowing them to choose the services that best meet their needs. Service users are provided information about the available options, their benefits, and any associated costs, empowering them to make informed decisions. We establish effective channels of communication to encourage open and regular dialogue with the people receiving care. This includes regular meetings, individual discussions, and feedback to gather their opinions, concerns, and suggestions. We ensure that individuals have access to independent advocacy services, if needed, to support them in expressing their views and making choices and provide assistance/ guidance to help them navigate the care system and access the resources and services they require. We conduct regular reviews and reassessments of care plans to ensure they remain aligned with the changing needs and preferences of the individuals. Obtaining their input during these reviews, adjusting, and modifying based on their feedback. We have implemented a robust quality assurance process to monitor and evaluate the care and support provided. This includes satisfaction surveys, feedback, and regular audits to ensure that the voices of individuals are heard, and their choices are respected. We have a clear procedure for handling complaints and resolving conflicts, ensuring that individuals feel supported and are encouraged to raise concerns or complaints. We take prompt and appropriate actions to address this. By implementing these measures, we can create an environment where individuals receiving care and support feel empowered, valued, and respected, with their voices heard, choices honoured, and opportunities made available to them.</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>It's crucial to prioritize the happiness, ongoing health, development, and overall well-being of the individuals in our care. We recognise that everyone is unique and has diverse needs, as a result we adopt a holistic approach to care that encompasses physical, mental, emotional, and social well-being. We regularly monitor the health status of individuals by medication management, assistance with appointments, promote healthy lifestyle choices and collaborate with healthcare professionals to provide necessary support to maintain their ongoing health. Develop personalized care plans that consider the specific needs, goals, and preferences of individuals ensuring their care plans address their intellectual, social, and behavioural development, in addition to physical health. We regularly review and update these plans to ensure they reflect their evolving needs. This involves creating a safe and nurturing environment, actively listening to their concerns. Collaborate with other service providers, community organizations, and relevant professionals to enhance the support available to individuals. We continuously monitor and evaluate the effectiveness of the care we provide by obtaining feedback from individuals, their families, and other stakeholders to identify areas for improvement and make necessary adjustments. By prioritizing happiness, ongoing health, development, and overall well-being, we aim to create an environment that supports individuals in maintaining good health and enjoy a meaningful and fulfilling life.</p>

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

Ensuring the safety and protection of the individuals in our care from abuse and neglect is of utmost importance to us. We have a robust safeguarding policies and procedures in place that comply with national and local regulations. These policies clearly outline the company's commitment to safeguarding, define different forms of abuse and neglect, and provide guidance on how to recognize, report, and respond to safeguarding concerns. Comprehensive training is provided to all staff members on safeguarding practices and procedures. This training highlights signs of abuse or neglect, understanding the reporting process, and knowing their responsibilities in safeguarding the individuals in our care. We conduct regular risk assessments of the environment and care plans to identify potential risks that could compromise the safety of individuals. Assessments include factors such as home safety, the presence of potential hazards, and the vulnerability of individuals to specific risks. We encourage a culture of transparency for reporting and managing safeguarding incidents, where staff members feel empowered to report any concerns or suspicions promptly. All reported incidents are thoroughly investigated, appropriate actions are taken, and individuals affected by abuse or neglect are supported. We have established effective communication with local authorities and social services to ensure a coordinated approach in addressing safeguarding concerns and protecting individuals. We empower individuals to voice their concerns, fears, or experiences of abuse or neglect and provide them with information about their rights, channels for reporting, and access to independent advocates if necessary. We ensure that complaints are handled promptly, thoroughly, and in accordance with established policies that is transparent and accessible. We continuously keep abreast of current developments with legislation and guidance to ensure compliance and provide the highest standard of protection to individuals in our care by continuously review and improve safeguarding practices based on feedback, lessons learned, and changes in regulatory requirements.

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)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	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.	

#### 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

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### 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	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
Manual Handling	1
Safeguarding	1
Dementia	1
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	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 social care worker	1
No. of staff working towards the required/recommended qualification	0

#### 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?	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	33
No. of posts vacant	3

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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	33
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)	4
No. of part-time staff (17-34 hours per week)	29
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	23
No. of staff working towards the required/recommended qualification	10

Other types of staff

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

#### Service Details

Name of Service	Bluebird Care Pontypridd
Telephone Number	07456000438
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	24
The maximum hourly rate payable during the last financial year?	24

##### 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?	All staff are regularly updated on the performance of the business and this information is shared with service users upon request.

##### 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.

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



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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)	15
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
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	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

#### Deputy service manager

Does your service structure include roles of this type?	No
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#### 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	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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
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)	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 social care worker	1
No. of staff working towards the required/recommended qualification	0

#### 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?	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	33
No. of posts vacant	3

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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	33
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)	4
No. of part-time staff (17-34 hours per week)	29
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	23
No. of staff working towards the required/recommended qualification	10

Other types of staff

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