

# 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:	New Horizons Children's Homes Limited	
The provider was registered on:	29/01/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bramble House	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	29/01/2020
	Responsible Individual(s)	Christine Thorne
	Manager(s)	Lynne Aaron
	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	Training is carried out in accordance with the Statement of Purpose. Ongoing performance is reviewed at 6 weekly supervision sessions and annual staff appraisals, which provide an opportunity for staff to agree any further training or development needs. The training matrix clearly shows the training all staff have received and shows staff the skills they need to focus on. Staff receive training to comply with Social Care Wales. Staff have received training in T RIBE from the Behaviour Clinic.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment and selection of the staff team is informed by national guidance, best practice and safer recruitment. Staff are appointed and start work only after all pre-employment checks have been concluded and a DBS certificate has been received. Young people have the opportunity and the necessary support to be actively involved in recruitment and selection. Staff take part in a thorough, comprehensive, well-planned induction and are supported by regular supervision sessions.

## Service Profile

### Service Details

Name of Service	Bramble House
Telephone Number	01656810134
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh, when required.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	7
--	---

### Fees Charged

The minimum weekly fee payable during the last financial year?	2534.00
--	---------

The maximum weekly fee payable during the last financial year?	3620.00
--	---------

### Complaints

What was the total number of formal complaints made during the last financial year?	0
---	---

Number of active complaints outstanding	0
---	---

Number of complaints upheld	0
-----------------------------	---

Number of complaints partially upheld	0
---------------------------------------	---

Number of complaints not upheld	0
---------------------------------	---

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Arrangements for seeking the views of individuals, placing authorities and significant others about the quality of care and support provided is done through the provision of feedback forms, a complaints/compliments box located in the home, and regular informal chats and meetings, including YP's monthly meetings and keyworker sessions. Young people are encouraged and helped by staff to complete feedback forms. There is documented evidence that young people are having a say in all aspects of their care. YPs are encouraged to complete weekly planners. The Home Manager has an open door policy with whom all YPs are able to have regular chats and meetings. The RI visits the home on a regular basis during which YPs are able to discuss any aspect of their care.
--	---

### 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?	1
--	---

How many bathrooms have assisted bathing facilities?	0
--	---

How many communal lounges at the service?	2
---	---

How many dining rooms at the service?	1
---------------------------------------	---

Provide details of any outside space to which the residents have access	There is access to an enclosed outside area with barbecue, undercover seating area and patio with table and chairs. There is a separate building that houses the laundry room.
---	--

Provide details of any other facilities to which the residents have access	Within the home, in addition to a quiet lounge, young people have access to a recreation room which is equipped with comfortable seating, a large TV with gaming facilities, a computer with safe internet access, an activity table and an array of games and reading material. In this area, there is a separate kitchen which is used to develop YP's safe cooking skills. In the local area, YPs have easy access to the Llynfi Valley Cycle trail, a BMX centre, the Afan Aroed Mountain Bike Centre, swimming pool and leisure centre and good public services to facilitate contact at the home and independent travel. Next door to the home, there is a park and sports field, Caerau Football Club and a Gym.
--	---

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
--	--

Picture Exchange Communication System (PECS)	No
--	----

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	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.

Effective arrangements are in place for monitoring, reviewing and improving the quality of care and support being provided. These arrangements include seeking the views of individuals, placing authorities and significant others about the quality of care and support being provided and suggestions on how it can be improved. This is done through the provision of feedback forms, a complaints/compliments box located in the home, and regular informal chats and meetings. The RI visits the home regularly to talk to staff and young people and to monitor the performance of the service. To ensure quality and support is being delivered effectively, and improvements are made wherever possible, the RI carried out a Regulation 74 visit on a monthly basis. Young people are encouraged to have input and take part in all aspects of their care, from their choice of menus to listing their desired rewards for positive behaviour and sanctions/consequences for unacceptable behaviours. Keyworkers hold weekly keyworker sessions with the young people and during these sessions, young people are encouraged to discuss all aspects of their care and if necessary are supported in completing feedback forms or complaints. There is documented evidence that young people are having a say in all aspects of their care. For each young person, there is a chart of rewards for achievements and sanctions for unacceptable behaviours and completed weekly planners. Keyworkers hold regular keyworker sessions with the young people. There is regular and positive communication between the Home Manager, young people, staff, significant others and professionals.

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 children are registered with a GP, Dentist and Optician. To support the well-being of the YP's, staff provide care that is nurturing and consistent and endeavour to provide YP's with a daily routine and structure. The food culture in the home contributes to YP's feeling nurtured and provide a social experience. Young people are offered a varied, balanced, and nutritious diet. To help in achieving their 5 a day, freshly prepared fruit is regularly available. YP's are encouraged to play an active role in menu planning, to shop for food and prepare meals for themselves and others. Takeaways for YP's have been limited to encourage them to eat healthy meals at home. A separate menu choice is available for the YP's that refuse to eat certain meals that are prepared due to their cultural upbringing. Young people are encouraged to take part in regular exercise and the development of individual hobbies and interests. All the YP's are encouraged to take regular walks in the locality, on the beach and in parks. YP's benefit from a much wider range of activities, including ice skating and go-karting. YP's have benefitted from planned holidays with staff and peers. Scrap books provide evidence of activities undertaken by young people which will give them positive memories to look back on. Young people confirm that they are listened to and generally feel they are helped to keep themselves safe both emotionally and physically.

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Staff provide a safe, stable, and nurturing environment and work in developing strong bonds with young people, which is aided by the key worker system and regular keyworker sessions. There is evidence of positive relationships between young people and staff and the promotion of positive behaviour through behaviour management strategies. There is clear evidence that staff are given the information they need to apply a clear and consistent approach. Young people are supported in keeping them safe and as healthy as possible and encouraged to make positive choices. Opportunities are available for young people to access external services to support their health, social and educational needs. Staff encourage young people to develop the skills and knowledge they need to understand risk, make informed decisions, and make their lives as safe as possible. Staff work in partnership with Placing Authorities and other agencies to achieve positive outcomes in order to act in the best interests of the young people and provide additional support and safeguards. Young people feel confident that staff will effectively challenge all forms of bullying. Staff actively explore ways of developing a multicultural and diverse ethos within the home. Staff undergo a training programme to ensure legal requirements are met and that they have the appropriate knowledge and skills to keep young people safe.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Admission decisions are informed by a comprehensive Provider Assessment of young people's needs, wishes and desired outcomes. YPs are matched to what the service can offer and to dynamics within the home. The needs of children and young people already living in the home are fully considered with the aim of minimising disruption as a result of new admissions. For planned admissions, YPs have sufficient time and support to visit the home prior to admission and have the opportunity of meeting the staff and other residents. All young people 16+ will have a Pathway Plan. Young people and children are supported in becoming increasingly responsible for their own decisions, actions, and their role within the community. YPs are encouraged to help in organising fundraising events and over the year have been involved in two events which have raised monies for a local charity.</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>12</p>
---	-----------

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>

No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 5 Diploma in Leadership and Management for Residential Childcare
<p>Contractual Arrangements</p>	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<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

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

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

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Currently progressing through Level 5 Diploma in Leadership and Management for Residential Children.

#### 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	0
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?	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>	
<p>Filled and vacant posts</p>	
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.	Level 3 Diploma in Health and Social Care
<p>Contractual Arrangements</p>	
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.	Shift patterns are a combination of 24.25 and 12.25 hour shifts. On average, there are 3 staff on during the day between 7.00am and 7.00pm (weekdays), 9.00am to 7pm (weekends) and 2 staff at night between 7.00pm and 7.00am (weekdays), 9.00am to 7.00pm (weekends).
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2

No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Infection, prevention & control	9
Manual Handling	9
Safeguarding	9
Medicine management	9
Dementia	0
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	6 staff members have completed Level 3 Diploma in Health and Social Care 1 staff member is completing AWIF. 2 staff members are enrolled and started Level 3 Diploma in Health and Social Care.
Contractual Arrangements	
No. of permanent staff	9
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)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
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.	Shift patterns include a combination of 24.25 and 1 2.25 hour shifts for full-time staff and one of the part-time members of staff. One part time member of staff has an evening shift during the week to help the young people with their homework, to plan in-house activities and help with dinner. There are normally 3 staff members on duty during the hours of 7.00am to 7pm (weekdays), 9.00am to 7.00pm (weekends) and 2 staff overnight.
---	--

Staff Qualifications
----------------------

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	3

Domestic staff
----------------

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

Catering staff
----------------

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

Other types of staff
----------------------

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