

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:	Parallel Care Solutions Limited	
The provider was registered on:	27/08/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bank Lane Cottage	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	27/08/2021
	Responsible Individual(s)	Francis Johnson
	Manager(s)	Claire Brown
	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	New starters are required to complete all on line training in their first three months. We have a year's programme of face to face training to develop their practice, particularly around therapeutic care. This includes a three day Therapeutic Parenting training running in August and November. The training includes DBT, Attachment and Trauma, Autism/ASD. Mandatory training is provided as part of the induction. This is recorded on the training matrix available to RCM's and staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have an inhouse recruitment service which is responsible for sourcing new staff via advertising, and CV searching. We have a 'refer a friend' bonus of £250 for staff. Recruitment staff are trained in 'Safer Recruitment'. Applications have been healthy due to the good reputation of the Company. Retention is encouraged via investment in staff support, competitive salaries, supervision, Personal Development Plans and opportunities for advancement. We care for our Carers.

Service Profile

Service Details

Name of Service	Bank Lane Cottage
Telephone Number	07393601072
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Although our service is mainly offered via English due to the prevalence of successful English as a first language applicants for vacancies at the home, we are determined to honour the Welsh Active Offer, and are following the 'More than just words' information and resources available on the Social Care Wales website. We are interested in the Work Welsh Programme and have asked our RCM's to sign up for it, and to encourage their teams to do so also. We will monitor this via supervision.

Service Provision

People Supported

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

2

Fees Charged

The minimum weekly fee payable during the last financial year?

4800

The maximum weekly fee payable during the last financial year?

7300

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?

The young people are consulted prior to the Reg 80 by questionnaire. They are consulted where possible prior to admission regarding the transition and life beyond transition. We have an independent Quality Assurance Visitor who consults with the children every month and reports her findings to the home manager and RI. The children have weekly access to a Clinician, with whom they can talk in confidence, with the usual proviso around Safeguarding matters. The young people also have access to their social worker, who consults with them regarding their wishes and feelings, and other matters. We encourage the young people to use an independent advocacy service. We consult the young people directly via their Key Worker sessions and house meetings. Where possible we respond as quickly as possible to their views, these are also taken to team meetings where we reflect on their experience and discuss where we can safely implement those things that are important to them.

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?

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	The home has gardens, front, sides and rear. There is ample parking space so that the recreational spaces in the garden are not impinged upon. To the side of the home there is an outside dining area and a dining table and chairs with ample space for everyone in the home on a daily basis. There are decking areas useful for BBQ's and there is a lawn area where there are football nets. There is ample space for games and for lounging when it is sunny. We have planted trees on the perimeter to afford shade and privacy in time. The garden is used for recreational activities with the children such as gardening, football and birdwatching. At the rear, the garden is not overlooked by neighbours, affording privacy to the children and to the team.
Provide details of any other facilities to which the residents have access	The children are encouraged to join in community activities, and to make links in the local community. They are encouraged to undertake local activities such as horse riding and joining the local gym. We have accessed local services such as a Hair and Beauty salon which provides qualifications and work experience to school leavers and other vulnerable young people. We arrange a summer vacation for our young people in consultation with their Placing Authority and Family where appropriate. We may arrange special activities at Easter and October half term holidays. We make savings on behalf of the children and they are encouraged to make savings from their pocket money. Where it is safe for children to have access to money, we open a bank account and work with them for them to learn fiscal responsibility.

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>In line with the Social Care and Wellbeing Act principal of Co-Production, we put consultation with our young people is core to the care we provide. Consultation with young people is built into our pre-admission procedure, is integral to the young people's Personal Plan and continues in the home via Key Worker Sessions and House Meetings. Our Model is Therapeutic Parenting, and Carers are trained to listen to the 'hidden' meanings behind all forms of communication with our young people, be those verbal, non verbal or behavioural.</p> <p>Our recent Inspection Report noted: Children contribute to their personal plans, which provide information about their care and support needs, routines, and preferences. Care staff review them with children regularly, and the manager checks the plans to make sure they are accurate and suitable. Personal plans include what matters to them and their wishes and goals. Care staff follow children's plans consistently, so they understand and respect boundaries. The manager communicates with local authorities regarding concerns about children. The key worker system enables care staff to focus on children's individual needs and develop meaningful and secure relationships. A child told us they know the RI, and like the manager. Another told us "I love it here", and "Staff are lovely." They told us they have good relationships with care staff and can approach them to discuss worries or concerns.</p> <p>We ensure that the young people have a range of professionals with whom they can discuss any their wishes and feelings, these include our Clinician who visits the home every week, and individual sessions are available to the children if they feel ready for them. We have an Independent Quality Assurance Visitor who speaks privately with the young people and reports her findings via her report, with the young people's consent. We encourage the young people to make use of an advocacy service. Our aim to admit young people who are near to home, means that social workers and other professionals are able to regularly visit and spend time with their young people. We liaise closely with SENDCO's so that the voice of the child is heard both at school and at home, and we have a good understanding of those worries and concerns that may arise at school.</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>This area is prioritised from pre-admission. As children come into the home they are registered with GP, Dentist and Optician. The LAC nurse is informed of the placement and we make links with CAMHS where appropriate, ensuring that the case is transferred and funding issues resolved. Our Clinician is involved from pre-admission and provides a Clinical Assessment within eight weeks of placement, this informs the young person's Personal Plan. We consult with the child to ensure that we're building in their views and wishes. Our Clinician visits the home once a week to build relationships with the children and can offer them 1:1 sessions if they're ready for this, our clinician can also offer family focussed work. The areas covered in this section are key sections of the young people's personal plan, and the RCM and the team are focussed on monitoring and reviewing progress in these areas. This feeds into CLA and Personal Plan reviews to ensure that the team around the child are working together to meet the needs of the young person in our care. Our recent Inspection Report said this: Care staff are motivated and work well to promote children's wellbeing. Children speak positively about the care staff team who understand their physical and emotional well-being needs. Children feel safe, understand how to raise a concern, and participate in their care planning. Pre-admission assessments inform children's personal plans, which are reviewed regularly. Care staff take time to communicate and engage with children and encourage their participation in activities in the home and community. Care staff are motivated and work well to promote children's wellbeing. Children speak positively about the care staff team who understand their physical and emotional well-being needs.</p>

<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The safety of our children, and their perception that they are safe, are of paramount importance to us. Our recent inspection report said this: Care staff have access to and understand the service's child protection policies and procedures and attend safeguarding training. They are aware of the procedures to follow should they have concerns about a young person. Relevant behavioural and risk assessment documentation is updated when required. The manager monitors care staff practices to ensure children receive the best possible care.</p> <p>Safeguarding training is part of their induction and, following this, all of the team are trained to Level 3 Safeguarding. We also provide practice training in CSE, FGM and Prevent, to ensure that the team are aware of the risks, and their responsibilities. We provide young people, via their Welcome Book, with details of how to make a complaint, and with the contact details of a number of agencies who will receive or help them to make a complaint. We also encourage them to use an Advocacy service. All of the team have the SCW Safeguarding App on their phone, and our Safeguarding Policy and Procedures are robust. All Safeguarding referrals are notified to the CIW and where the disclosure concerns a member of staff the SCW are also notified. The children are consulted by our Independent Quality Assurance Visitor every month and have weekly access to a clinician, giving them a place to explore their concerns away from the direct intervention of the team. We work closely with the education provision to ensure we are monitoring their safety and welfare away from the home. Children are quick to let us know if they don't feel safe, either verbally or via their behaviour, and our Carers are trained to recognise the hidden meanings behind their behaviour and respond effectively. Team meetings, reflective practice and supervisions are used to explore the observations and experience of the team in order to understand and best meet the needs of the young people. The risk assessments that underpin the young people's Placement Plan are robust and this includes contact with family and others. We work closely with the Placing Authority to ensure that risk from others, in the local area, and in their home area, are understood and managed effectively. While Positive Risk Taking is an important part of a young person's Personal Plan, this is understood by the child and the team to be risk which does not expose the child to harm.</p>
<p>The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.</p>	<p>Parallel Care Solutions look to provide homes which are attractive and homely places for the children to thrive. Bank Lane is a spacious bungalow that looks out over rolling fields, with surrounded by a large garden that is partly decked and partly put to lawn. The garden lends itself to activities, and has football nets and a BBQ. There is a large table and chairs outside of the kitchen patio doors, so that meals can be eaten together outside. The home has a spacious kitchen, lounge and games room. The children's bedrooms are decorated to their taste and have desks and chairs for homework. The home reflects the tastes and personalities of the young people, and their photos, certificates and other celebrations of their achievements are displayed around the home. Our recent Inspection Report said the following: Children live in a home that meets their needs, supports them to maximise their independence and achieve a sense of wellbeing. Children told us they like the home, and their bedrooms. The home is located in a semi-rural area, but near to a town where children can access, public transport, shops, leisure facilities and other amenities. Children's bedrooms are decorated to their personal taste, have suitable furniture, and contain items of importance to them. The communal areas are spacious, attractively decorated and furnished, providing children with an uplifting environment.</p> <p>We have deliberately bought the homes in our provision so that we do not have to accede to the demands and limitations of the rental sector, and the uncertainty of precarious tenancies with landlords. This is an important consideration which gives us the maximum flexibility to fit our homes to meet the long term needs, wishes and expressed behaviours of the children in our care.</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) 11

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	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	1
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Level 3 Safeguarding. First Aid in Work Fire Safety Supervision Skills	
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?	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
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.	Ligatures Self Harm/Suicide Attachment and Trauma Level 3 Safeguarding First Aid Fire Safety ADHD/ASD Learning Difficulties Therapeutic Approaches PMVA
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	1
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
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	4
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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
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.	Ligatures Self Harm/Suicide Attachment and Trauma Level 3 Safeguarding First Aid Fire Safety ADHD/ASD Learning Difficulties Therapeutic Approaches PMVA
Contractual Arrangements	
No. of permanent staff	4
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)	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.	Senior Support Workers do a 172 hours per month rota, this is divided into a shift pattern of 2 on 4 off, plus training, team meetings and supervision. Senior support workers are also part of the On-Call rota.
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
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	3
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	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.	Here follows a list of the training available since July 2022. Some of the joiners and leavers in the above numbers were not in post for all of this training. Ligatures Self Harm/Suicide Attachment and Trauma Level 3 Safeguarding First Aid Fire Safety ADHD/ASD Learning Difficulties Therapeutic Approaches PMVA Key Worker/Missing From Care
Contractual Arrangements	
No. of permanent staff	3
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)	2
No. of part-time staff (17-34 hours per week)	1
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.	Staff have core hours of 172 a month. This includes a shift pattern on 2 on 4 off and includes training, supervision and team meetings. There was a period in this financial year where we only had one child resident and there were typically 2 staff on shift per day. We had a short period on the admission of our second child where they were 2:1 and there would typically be four staff on duty per day. Once they dropped down to 1:1 we would typically have three staff on shift per day, plus the deputy on duty on average 6 days per month. The manager is in the home most of most days.
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	3
Domestic staff	

Does your service structure include roles of this type?	No
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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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