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:	Pineshield Management Limited
The provider was registered on:	16/01/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Pineshield Management Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/01/2019
Responsible Individual(s)	James Dwyer
Manager(s)	Linda Horle
Partnership Area	Cardiff and Vale
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	Our Adult training covers 3 stages; pre-work (incl first aid & manual handling - Welsh passport), probation covering the 7 stages of the All Wales Induction Framework and ongoing continuous professional development e-learn. We also have specific courses for those working in Children's Health and Disability area. We manage this with a training matrix and a content & LMS called Lumis under the responsibility of the recruitment team. These are used in the management of probation & other processes.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a specific recruitment team of a Director and a Coordinator. This team uses marketing to attract candidates and has a 64 step process to filter out and verify potential workers using an electronic tracking system for organisation. They also work closely with the care team on selection and onboarding of new people including initial and ongoing training. The process culminates with the candidate's sign off after their 4 month probation period.

Service Profile

Service Details

Name of Service	Pineshield Management Ltd

Telephone Number	02920236969
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Bengali is actively used with one client although our staff can also currently speak many other languages.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	135

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	24.31

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	5
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?	The company's main method of consulting people who use the service is through regular reviews with our team lead or senior carers. These can be face to face or via telephone. During the financial year, we experienced severe resourcing pressure and our team leads and senior carers were called on to cover calls. As a result for the first half of the year, we fell behind on our reviews recovering ing the second half so it is now operating as normal. We also have regular RI visits to differing selections of

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.	We have conducted regular reviews by our team lead which have been followed by regular Responsible Individual reviews. After concerning feedback from service users and our main commissioner of care of lack of stability in the workforce in mid to late 2022, the feedback from them has improved in the first quarter of 2023. This echoes the significant staff turnover we experienced at that time which we have now stabilised as well as the improvements we have made in the overall management of quality within the company. We have performed some significant management reviews since late 2022, where improvements have been made in getting feedback from our individuals and our staff. However we do see a lot of room for improvement, namely: • Complaints process • Continue to develop staff through training into new areas of care and skills • Review policies and improve staff access to them • Connect all areas of feedback into a system that measures overall customer satisfaction. • Increase emergency cover through senior carer development program so Coordinator and Team Lead have time to do their jobs as the company grows. As a result we are planning the following specific actions to make the improvements / developments in our next year: • Assess, decide and implement new policy system • Complaints training for managers and senior staff • Training for management and senior staff on outcomes management and strengths based approach to care
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.	We have made a start in moving the company to a more outcomes focused / strengths based approach but we need to develop this further in order to properly deliver outcomes for our individuals. To date we have been commissioned with a very task oriented approach to care. This has started to change with some of our commissioners which has already driven us to review the way we approach care planning. As mentioned in the previous area, we need to develop this across all of our individuals. One key area for improvement as mentioned above is to train our management, senior staff and care workers on outcomes management and strengths based approach to care. We have started training key workers on Positive Behaviour Support but this needs to be extended throughout the care team. We are starting with this being mandatory for our work providing sessional support to Children with disabilities in Cardiff.
The extent to which people feel safe and protected from abuse and neglect.	The key actions that we have taken since our last review, are the onboarding of our new Responsible Individual and Registered Manager. One of the first action of the Responsible Individual was to attend Safeguarding level 2 and 3 courses. The Registered Manager also need to attend these courses but mainly on a 'refresher' basis as she had completed these a number of years ago. We are also sending out Team Lead and Senior Carers on Level 2 Safeguarding as well. Although Safeguarding for both Adults and Children training is a key part of each new care workers induction, we are currently planning to send them on the level 2 course which are specific for Wales. We also conduct weekly care team meetings where we review issues with individuals. This information comes directly from the Team Lead or from conversations the care management team have heard from care workers or documented in on-call reports. However this process is still not robust enough to prevent issues 'falling through the cracks'. We therefore are planning a more comprehensive review of how notes from our care workers in the field are acknowledged, followed up and analysed for 'lessons learnt. One lesson we have learnt with the employment of many overseas students as care workers is the impact of different cultures on maintaining professional boundaries. We therefore have changed our induction training to include Professional Boundaries training. This helps us to manage different perceptions of what professional boundaries should look like.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	59

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	0
Manual Handling	1
Safeguarding	0
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 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?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0

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

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

Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	Medications Awareness, Medications Awareness (train the trainer)

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?	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	1

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	0
Manual Handling	1
Safeguarding	0
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

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	48
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	48
Health & Safety	48
Equality, Diversity & Human Rights	48
Manual Handling	48
Safeguarding	48
Dementia	48
Positive Behaviour Management	0
Food Hygiene	48
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid, Medication Awareness

> Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	46

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	17

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.	Managing Director/RI (1), Recruitment Director (1), Business Development Director (1), Recruitment C oordinator (1), Quality & Project Coordinator (1), Fi nance Manager (1), Finance Assistant (1), Care co ordinator (1),

Filled and vacant posts	
No. of staff in post	8
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	0
Manual Handling	0
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.	Quality Management, RI training, Learn to Grow

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	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)	0
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications	
No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	0