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:	Seashells Limited
The provider was registered on:	12/02/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Seashells Care and Support Services**	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	Stuart Owen
	Manager(s)	Paula Whitehouse
	Partnership Area	North Wales
	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've introduced digital eLearning, allowing new courses to be completed. Local authority provider meetings, care reviews, supervisions and quality assurance helps us to identify when new training is required. We are also guided by new requirements from regulatory bodies such as Social Care Wales who have recently have introduced a national safeguarding framework which determines what level of training us required for each role in the social care sector.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We actively advertise for vacancies using social media and local recruitment platforms and newspapers. We offer incentives to existing carers to recommend new staff if they meet our joining criteria. We also offer monetary incentives for new staff which is payable upon completion of their probationary period. We offer ongoing support to all staff through trained managers to be able to include wellbeing practices into our supervisions. We aim to pay staff above the real living wage.

Service Profile

Service Details

Name of Service	Seashells Care and Support Services

Telephone Number	01492543524
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	Whilst we always strive to recruit Welsh speaking staff so we can match those using our support services to carers who can communicate in their preferred language.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	305

Fees Charged

The minimum hourly rate payable during the last financial year?	21.17
The maximum hourly rate payable during the last financial year?	23.29

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	2
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality assurance survey carried out annually. (latest April 2022). Regular care reviews. Regular feedback from staff. 24/7 contacta ble via office hours and on call for those using the service and/or their families' to be able to discuss any aspects of their care provi sions. Those using our services are made aware of how to make complaints which allow our organisation to make amendments and make improvements if needed.

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	Yes
List 'Other' forms of non-verbal communication used	we use a system for sending weekly rotas to those using our servi ces who are partially sighted or blind that reads the rota out for th em. This was put into place at the request of one of our clients.

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.	As Responsible Individual, I carry out quarterly quality of care reviews, which includes speaking directly to those that use our services. This also includes family members, partners, or friends. Topics for discussion include asking if they feel listened to, preferences of carers, are their wishes implemented after each review and are supported appropriately. My checks include reviewing documentation at the service to ensure that actions are taken in accordance with the outcomes from the reviews, focusing on them having choices and ensuring they are heard. These are implemented by relevant managers. For example, if someone feels their call times restricts them from taking part in activities, they enjoy we would amend the time to ensure they can participate in what they would like to do. I follow up any amendments required to ensure we are responsive. I also speak to care staff and managers on a regular basis, ensuring that the quality of our services is in line with regulatory guidance and legislation. Seashells understands the importance of comprehensive assessments, which allows the care team to have a clear understanding of how that person would like their care provisions. We actively listen to Individual's needs, co-producing bespoke care plans that reflect their desired outcomes for living their lives as independently as possible. Care plans are written as "I" statements in our 'What Matters to Me' care assessment. Care plans are flexible and changed to reflect any changes in the Individuals" support needs, highlighted through daily observations and regular reviews. Care and Support Plans no longer refer to specific tasks/time slots to enable flexibility in daily support. Our electronic system allows for a responsive service, whereby changes are actioned immediately. We use a strengths-based approach focusing on outcomes to provide choice and control over the care they receive. Our care is delivered in a "doing with" approach not "doing to" underpinned by kindness and compassion.
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.	Staff work closely with other professionals in the community, such as the district nurses, to assist people to remain at home and be as independent as possible. We are proactive in working in partnership with the wider community as understand it is vital to ensure that Individuals are provided with opportunities to engage with local resources, networks, and activities. This will help maintain independence, provide social stimulation, and improve physical and mental wellbeing. For example: We support people to meet their friends at a local café. These meetings assist with allowing people to feel included within their community and have a positive impact upon their wellbeing. Seashells understands the importance of updating our training matrix to reflect what individuals need in their own homes. We have invested in digital learning to further our staff's knowledge, along with in-house face to face training. For example, medication training is accredited to a level 2 and not the basic level 1 as at times people require more specialised support to maintain their own ongoing health and wellbeing. By creating meaningful relationships with Individual's and continuously engaging community networks and CRT members, we can offer care that is flexible and meets the needs and wishes of the Individual at each visit. Through our effective training and development, staff can self-manage and are provided with the flexibility to seek out new opportunities for Individual's to build community networks and improve their quality of life. Information held on our electronic system is accessible to CRT members, enabling us to provide streamlined, responsive support. Seashells has excellent relationships within local communities and inform those using our services of local social events and opportunities. Seashells staff work in collaboration in the community with many other professionals such as Occupational Therapists, District Nurses, and Social Workers to help maintain the health for those needing support at home. Our core organisational values embedded in our working practices include promoting autonomy and independence, respecting individuality, and differences, assisting to fulfil personal aspirations and person-centred support.

| The extent to which people feel safe and protected from abuse and neglect. | Seashells understands that every person has the right to live in safety, free from abuse and neglect. Safeguarding training is included during initial induction training and then refreshed yearly. We provide information and support in accessible ways to help staff understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult. The topic is also discussed with staff during quarterly supervisions to ensure that all staff are aware of their own responsibilities in relation to safeguarding. Through good continuity of our care team, they are able to build positive relationships with the individual and their family/friends which can assist in identifying any concerns and then report and escalate as required. Our care managers have a designated area to support, which encourages a good rapport and a point of contact for which they voice any concerns. We understand the importance of multi-disciplinary working where all professionals play their part in identifying abuse and neglect.

All staff are required to register with Social Care Wales after completing the required training which includes safeguarding. Abiding to the Social Care Wales codes of practice, all Seashells staff are expected to adhere to this set criteria to ensure their working practices meet or exceed these expectations. As a social care employer Seashells promotes these codes of practice within the workplace. Staff are also trained on other topics associated with safeguarding, such as professional boundaries and whistleblowing, which are all reaffirmed through our organisations policies and procedures.

We work with individuals and any other professionals involved, through risk assessments and conversations to help minimise risk or harm whilst promoting independence and social inclusion. Reviewing assessments and risk assessments regularly to ensure they are up to date and relevant. We ensure that the people we support are aware of how to make a complaint should they need to. Staff are asked to be accountable for the quality of their work and this is monitored through our quality assurance procedures such as our Responsible Individual checks, reviews, supervisions, spot checks and regular contact with clients and staff. |

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) | 79 |

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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR stage one and two Wellbeing Champion Training Supervisions and appraisals Advice and guidance Mental Health at Work

> 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	0
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.	Employee Wellbeing Assessing Needs Mental Health at Work Dementia Management

> 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

Other supervisory staff	
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	13

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	2
Health & Safety	2
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	13
Dementia	8
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	12
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	1

> 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)	11
No. of part-time staff (17-34 hours per week)	1
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	12
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?	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.	Finance Manager role includes preparing and sending invoices and dealing with any queries relating to invoicing.

> 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	1
Equality, Diversity & Human Rights	1
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.	

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)	0
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