

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:	Skybound Therapies Ltd
The provider was registered on:	01/05/2021
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Skybound Therapies Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	05/05/2021
Responsible Individual(s)	Risca Solomon
Manager(s)	Victoria Adshead
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Skybound Therapies Ltd West Glamorgan	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Responsible Individual(s)	Risca Solomon
Manager(s)	Victoria Adshead
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Skybound Therapies Ltd West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Responsible Individual(s)	Risca Solomon
Manager(s)	Victoria Adshead
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Skybound Therapies Ltd Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Responsible Individual(s)	Risca Solomon
Manager(s)	Victoria Adshead
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Skybound Therapies Ltd CTM	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2021
Responsible Individual(s)	Risca Solomon
Manager(s)	Victoria Adshead
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

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	All staff complete an onboarding package of training. Registered Manager checks this gets completed, along with checking all policies are read. Registered Manager checks the database regularly to update people on any compulsory training which is needed. Client specific and clinical training is identified with line managers, Registered Manager and Responsible Individual. We have recently also created a new online system to track training. Skybound takes a very proactive approach to training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have recruited staff directly from the Masters in Applied Behaviour Analysis course where we provide the supervision to complete their professional qualification, therefore increasing retention. We have dedicated recruitment managers who are Board Certified Behaviour Analysts, so are aware of the clinical needs of the clients and the requirements of the staff. We have also implemented improved benefits packages including GIP, GLA, private health insurance, option to purchase more holiday etc.

Service Profile

Service Details

Name of Service	Skybound Therapies Ltd
Telephone Number	01437751261
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	22
The maximum hourly rate payable during the last financial year?	30

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?	Quality Assurance questionnaires are filled out termly with the parent/carer by the Registered Manager. Visits to home locations were completed by Responsible Individual. Phone calls between Registered Manager and families whenever needed. Responsible Individual contact details are provided to all families and contact is provided as 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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Proloquo2Go

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.

From recruitment of suitable staff, we involve children and the parents/carers, we have potential staff visit the child/family and ask for their feedback. We look to see child's reactions to the staff member. One of the clinical team are present during this meeting and complete a form to assist with the recruitment process. Our service is focused on educational, social, emotional and behavioural outcomes. As such we follow 7 dimensions of Applied Behaviour Analysis as our quality standards, these are that the processes and procedures we implement with the families are Analytical, Behavioural, Applied, Technological, Conceptually Systematic, Generalisable, Effective. We focus on the child's and families wishes on targets to improve their wellbeing, as well as using curricula focused on measurable outcomes to improve quality of life to guide our services for each individual. Our work is focused on increasing functional skills for individuals to be able to advocate for themselves, to make choices and to access more forms of rewarding experiences to improve quality of life. We complete quality assurance meetings/questionnaires with families each term. We look to assess individuals indices of happiness whilst engaging with our staff, to assess wellbeing and engagement ensure they are active participants in their care and support. We engage with other disciplines to ensure we are maximising development, including health professionals and educational professionals. We develop close working relationships with the other professionals involved by participating in collaborative sessions, MDT meetings and annual reviews. We want staff to also be heard. We conduct weekly pulse surveys to get staff views and opinions and review scores and feedback through this system. Staff also receive regular observations and evaluation forms are completed to give direct feedback to them. They also complete regular appraisals (behavioural anchored rating scales) where they are asked to self evaluate and then discuss with their line managers. We also hold two staff weekends per year which are facilitated by business specialists where staff give feedback on topics such as business processes, opportunities for development etc.

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 focus on ensuring well being by measuring indices of happiness, by looking to ensure that all children are happy, relaxed and engaged with staff during delivery of their care and support. Every element of our service is on promoting people to be more independent. We have shown effectiveness with teaching children to become toilet trained, manage their shower routines, learn to communicate, feed themselves and more. We are guided by the goals of the child's Statement of Special Educational Needs or Individual Development Plan.

We work collaboratively with health professionals to increase access for individuals to health care. We have successfully achieved this through systematic desensitisation procedures. Our staff are guided by health professionals to develop individualised task analyses for each procedure, which the staff then work on systematically at home with the children before then transferring the skill to the health care setting. This has enabled blood tests, x-rays and medicine to be taken without having to use restraints or general anaesthetic.

We focus on increasing community activities and exercise. We have successfully increased safety skills, such as increasing behaviours of staying with an adult and decreasing elopement, responding to instructions such as 'stop' and 'wait'. These skills have enabled children to access their communities with staff and also has generalised to their families. We support children to access community events and facilities such as swimming pools, bike ability, soft play, walks, etc. We also have access to a specialist swimming teacher who supports our staff in teaching children water safety and swimming skills. We work closely with dentists and opticians to ensure the children can access their services. They have expressed that the children's cooperation during their appointments is exceptional thanks to the staff implementing the proactive procedures. We also use non-communicating pain checklists to help identify pain with the non-verbal children as well as taking data on indices of health where needed to support decisions by health professionals. We work collaboratively with parents to manage the child's medication needs.

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

Safeguarding is taken very seriously. All staff are trained as part of induction in safeguarding children and also in safeguarding vulnerable adults. We listen carefully to children who are vulnerable and look carefully at children's body language and expressions for children who are non-verbal. We record every instance of behaviour that challenges and ensure we are focused on identifying functions and changes to the environment that can happen to reduce these. Staff are trained in deescalation techniques where needed. All staff go through a very thorough induction process. We take references from every care or educational related position. We verify references by phone as well where ever possible. We have one central 'reporting form' where staff can report any queries they may have and the registered manager and RI discuss these and make relevant referrals. Medication audits are completed and feedback and training provided to staff. All staff are trained in equality and diversity as part of induction training. Staff come from a wide variety of cultures. All child and family concerns are taken seriously. There have been no complaints received during the previous financial year. We work collaboratively with parents and take their feedback on staff seriously. If they do not feel a staff member is a good fit for their child we will discuss this and look at reallocating staff. Due to the specialist nature of our service we are unable to use agency staff or bank staff. This causes difficulties for parents when staff are off sick. In order to minimise these difficulties we have now hired more staff than needed and have extra staff overlap with existing staff in order to be able to cover with people that are known to each child.

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)	5.50
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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
	<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
	<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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Working. Medication Management for Domiciliary Care providers.
	<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)	0	
No. of part-time staff (17-34 hours per week)	1	
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	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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	8
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	5
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	8
Dementia	0
Positive Behaviour Management	3
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Working. Personal Care. Mental Capacity Act and DOLS. Risk Assessment. Infection Control. Fire Safety for Domiciliary Care Providers.
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
<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)	0
No. of part-time staff (17-34 hours per week)	8
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	3
No. of staff working towards the required/recommended qualification	5
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Skybound Therapies Ltd CTM
Telephone Number	01437751261
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.50
The maximum hourly rate payable during the last financial year?	30

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?	Quality Assurance meetings are held termly with parents/carers. Responsible Individual visits homes or does zoom sessions. Registered manager and Responsible individual are available to talk to any families.

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Proloquo2Go

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.

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.

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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.

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

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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)	1
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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
	<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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Working. Medication Management for domiciliary care.
	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)	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 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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	1
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone working, personal care, mental capacity act and DOLS, Risk Assessment, Medication, Infection Control, Fire Safety for Domiciliary Care.
Contractual Arrangements	
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)	0
No. of part-time staff (17-34 hours per week)	2
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	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Skybound Therapies Ltd Gwent
Telephone Number	01437751261
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

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?	0
The maximum hourly rate payable during the last financial year?	0

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?	No people using 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.	No services provided.
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.	No services provided.
The extent to which people feel safe and protected from abuse and neglect.	No services provided.

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) 0

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone working, medication
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)	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 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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No

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?	No

Service Profile

Service Details

Name of Service	Skybound Therapies Ltd West Glamorgan
Telephone Number	01437751238
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.50
The maximum hourly rate payable during the last financial year?	30

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?	Quality Assurance meetings are held termly with parents/carers. Responsible Individual visits homes or does zoom sessions. Registered manager and Responsible individual are available to talk to any families.

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)	Yes

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	Proloquo2go

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.

From recruitment of suitable staff, we involve children and the parents/carers, we have potential staff visit the child/family and ask for their feedback. We look to see child's reactions to the staff member. One of the clinical team are present during this meeting and complete a form to assist with the recruitment process. Our service is focused on educational, social, emotional and behavioural outcomes. As such we follow 7 dimensions of Applied Behaviour Analysis as our quality standards, these are that the processes and procedures we implement with the families are Analytical, Behavioural, Applied, Technological, Conceptually Systematic, Generalisable, Effective. We focus on the child's and families wishes on targets to improve their wellbeing, as well as using curricula focused on measurable outcomes to improve quality of life to guide our services for each individual. Our work is focused on increasing functional skills for individuals to be able to advocate for themselves, to make choices and to access more forms of rewarding experiences to improve quality of life. We complete quality assurance meetings/questionnaires with families each term. We look to assess individuals indices of happiness whilst engaging with our staff, to assess wellbeing and engagement ensure they are active participants in their care and support. We engage with other disciplines to ensure we are maximising development, including health professionals and educational professionals. We develop close working relationships with the other professionals involved by participating in collaborative sessions, MDT meetings and annual reviews. We want staff to also be heard. We conduct weekly pulse surveys to get staff views and opinions and review scores and feedback through this system. Staff also receive regular observations and evaluation forms are completed to give direct feedback to them. They also complete regular appraisals (behavioural anchored rating scales) where they are asked to self evaluate and then discuss with their line managers. We also hold two staff weekends per year which are facilitated by business specialists where staff give feedback on topics such as business processes, opportunities for development etc.

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 focus on ensuring well being by measuring indices of happiness, by looking to ensure that all children are happy, relaxed and engaged with staff during delivery of their care and support. Every element of our service is on promoting people to be more independent. We have shown effectiveness with teaching children to become toilet trained, manage their shower routines, learn to communicate, feed themselves and more. We are guided by the goals of the child's Statement of Special Educational Needs or Individual Development Plan.

We work collaboratively with health professionals to increase access for individuals to health care. We have successfully achieved this through systematic desensitisation procedures. Our staff are guided by health professionals to develop individualised task analyses for each procedure, which the staff then work on systematically at home with the children before then transferring the skill to the health care setting. This has enabled blood tests, x-rays and medicine to be taken without having to use restraints or general anaesthetic.

We focus on increasing community activities and exercise. We have successfully increased safety skills, such as increasing behaviours of staying with an adult and decreasing elopement, responding to instructions such as 'stop' and 'wait'. These skills have enabled children to access their communities with staff and also has generalised to their families. We support children to access community events and facilities such as swimming pools, bike ability, soft play, walks, etc. We also have access to a specialist swimming teacher who supports our staff in teaching children water safety and swimming skills. We work closely with dentists and opticians to ensure the children can access their services. They have expressed that the children's cooperation during their appointments is exceptional thanks to the staff implementing the proactive procedures. We also use non-communicating pain checklists to help identify pain with the non-verbal children as well as taking data on indices of health where needed to support decisions by health professionals. We work collaboratively with parents to manage the child's medication needs.

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

Safeguarding is taken very seriously. All staff are trained as part of induction in safeguarding children and also in safeguarding vulnerable adults. We listen carefully to children who are vulnerable and look carefully at children's body language and expressions for children who are non-verbal. We record every instance of behaviour that challenges and ensure we are focused on identifying functions and changes to the environment that can happen to reduce these. Staff are trained in deescalation techniques where needed. All staff go through a very thorough induction process. We take references from every care or educational related position. We verify references by phone as well where ever possible. We have one central 'reporting form' where staff can report any queries they may have and the registered manager and RI discuss these and make relevant referrals. Medication audits are completed and feedback and training provided to staff. All staff are trained in equality and diversity as part of induction training. Staff come from a wide variety of cultures. All child and family concerns are taken seriously. There have been no complaints received during the previous financial year. We work collaboratively with parents and take their feedback on staff seriously. If they do not feel a staff member is a good fit for their child we will discuss this and look at reallocating staff. Due to the specialist nature of our service we are unable to use agency staff or bank staff. This causes difficulties for parents when staff are off sick. In order to minimise these difficulties we have now hired more staff than needed and have extra staff overlap with existing staff in order to be able to cover with people that are known to each child.

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)	0.25
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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
	<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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone working, Medication
	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	
<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)	0	
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 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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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	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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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.	Medication, Personal Care, Lone Working.
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
<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)	0

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	1
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Skybound Therapies Ltd West Wales
Telephone Number	01437751261
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

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?	0
The maximum hourly rate payable during the last financial year?	0

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?	No services provided.

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.	No services provided
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.	No services provided
The extent to which people feel safe and protected from abuse and neglect.	No Services provided

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)	0
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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
<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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone working, medication
<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)	0
No. of part-time staff (17-34 hours per week)	1
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	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	
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