

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:	Smooth Starts Plus Limited	
The provider was registered on:	26/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Smooth Starts Plus	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/07/2018
	Responsible Individual(s)	Samantha Gately
	Manager(s)	Tom Powell
	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	All staff have an individual training plan which is activated at the point of employment, and is monitored and updated against the organisation's training matrix. This is reviewed at all supervisions to ensure the staff are booked onto all relevant upcoming courses, as well as monitored by our training coordinator who identifies when mandatory training refreshers are due ahead of time.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment was mostly organised via online recruitment platforms, as well as word of mouth from current employees. The staff induction was developed to include increased opportunities for training and shadowing sessions, and team and department meetings were increased to support staff within their roles. In addition, staff were supported by the organisation to take on further training, and all staff contracts were updated to reflect the preferences and feedback from the team.

Service Profile

Service Details

Name of Service	Smooth Starts Plus
Telephone Number	07773 309797
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	80
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.61
The maximum hourly rate payable during the last financial year?	23.59

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Coffee Mornings Email, Letters and Messaging Social Media Phone Calls or Home Visits

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)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Intensive Interaction

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>All children and families had a link worker who was the point of contact for their sessions, and who would ensure that sessions completed were reflective of the goals and choices expressed by the child and family. The link workers would feedback into internal reviews for the child, as well as visit the child at other venues such as school, to ensure communication systems and approaches were consistent.</p> <p>Department leads were also introduced, to reduce the caseloads of the management team, and enable specialisms within the service to again ensure the family and child's needs were known, and communication was in place to share and express opportunities for sessions from parents and child.</p> <p>This also enabled closer working with the staff teams, to ensure the needs and preferences of the child were clear and readily implemented within sessions.</p> <p>This model of service also enabled the family regular contact with the department lead, who would also complete home and school visits to ensure transparency.</p> <p>Paperwork and documentation were adapted to enable children with learning disabilities, or communication differences to express their views and wishes.</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>The children in service are supported to access a variety of opportunities within sessions, based on their interests which support their health, development and overall wellbeing. This includes a wide range of physical activities such as swimming, trampolining, walking, cycling, climbing, skating and sports such as football. Activities are planned with the child and family, and are adjusted to support participation based on the child's cognitive, sensory and social needs.</p> <p>Children typically access the community within individual sessions, however opportunities for shared engagement are supported and small, highly staffed youth groups and play sessions are facilitated based on the children's needs.</p> <p>All sessions are closely monitored, and progress against their active support plans are measured by the team and reviewed regularly to ensure remain appropriate.</p> <p>Any changes to the child's circumstances, for example medication, a house or school move, or difficulties noted by other support agencies are shared and plans are adjusted to support the child to continue to achieve.</p> <p>Children are given choices throughout sessions to ensure they are central to the provision they receive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The organisation utilise only their own staff team and small core teams are developed around the children for consistency purposes. All session details are recorded in real time, and any concerns can be raised to the senior team immediately, to ensure action is timely and children are protected from harm.</p> <p>If children or families have concerns outside of sessions, full contact details of the safeguarding lead and service manager are provided (as well as external contact details if appropriate) who receive and respond to concerns accordingly.</p> <p>Safeguarding is central to the work completed, and refreshers for all staff are made at every supervision including whistle blowing protocols.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>21</p>
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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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	ILM Level 5 CYP Health and Social Care L5 Lived experience of Care Sensory Processing Attachment CAPA Epilepsy Autism Support Structures - Neurodiversity
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)	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	2
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	3
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Transition to Playwork L3 Supervision Sensory Processing Lived Experience of care Attachment Mhost CAPA Youth Work Social Care Induction Epilepsy Medication
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
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)	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	2
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	7
No. of posts vacant	2
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	10
Dementia	0
Positive Behaviour Management	15
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy 10 Medication 6 First Aid 8 Sensory Processing 10 Attachment 10 Note recording 15 Lived experience of care 10 Autism 6 ND support structures 8 Break and Escape 10
Contractual Arrangements	
No. of permanent staff	7
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)	6

No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	16
No. of posts vacant	6
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	0
Safeguarding	12
Dementia	0
Positive Behaviour Management	20
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Child and Young Person Mental Health 10 Sensory Processing 12 Attachment 12 Break and Escape 8 Lived Experience of care 6 Youth Work 3 Epilepsy 6 First Aid 4 Medication 4 Autism 6 ND support structures 4
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	10
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	6
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	6

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
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.	Occupational Therapist - completes assessments and evaluations of support sessions, to inform and support the team Office Manager - organises all administration duties, including finance, HR and stock based tasks.
Filled and vacant posts	
No. of staff in post	4
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	0
Equality, Diversity & Human Rights	4
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	4
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Sensory Integration L1 Sensory Attachment Intervention - various modules
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	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)	3
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	3
No. of staff working toward required/recommended qualification	0