

# 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:	Tereen Ltd	
The provider was registered on:	05/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Tereen Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	05/02/2019
	Responsible Individual(s)	Wesley Barratt-Williams
	Manager(s)	Wesley Barratt-Williams
	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	Competency/spot checks are performed to identify training needs. We also consider feedback from those who use the service and of her staff. If concerns are raised, these will be looked into and further training will be given if required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Arrangements for recruitment were using online job boards. We did not use social media due to the lack of genuine applicants. With regards to retention, we endeavour to be flexible to allow our staff to have a good home/work life balance. We strive to allocate shifts to suit the needs of staff as well as the needs of those who use the service. We have an incredibly supportive senior team, this has also helped with retention.

## Service Profile

### Service Details

Name of Service	Tereen Ltd
Telephone Number	01492 552520
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?	139
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.60
The maximum hourly rate payable during the last financial year?	21.60

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?	A statement of purpose is issued on the commencement of care alongside a service user guide. Any changes that are made that would impact the way the service would be delivered would be done during review processes or issued a new copy of the statement of purpose. If those receiving care from us would need further clarification, a manager would visit them and discuss any potential changes face to face.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Those who use the service felt that their voices are heard. They are able to contact the office to discuss their care with a manager, request changes through their care practitioners or even arrange a face to face chat with a manager. All care and support plans are written with the desired outcomes of those who use our service in mind. Through liaising with those who use the service and social services, we are able to offer bespoke care packages, giving freedom, choice and flexibility. Opportunities, where possible are made available through flexible care packages, for example, lunch visits may be rescheduled so day centre visits can be made.</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.

People overall felt happy and supported to maintain their ongoing health, development and well-being. Those who use the service are happy with how we provide care including assistance with medication administration and personal care needs. Those who have had a change in needs feel supported as we are able to be flexible to meet any new demands. Through liaising with occupational therapists, physio therapists and speech and language therapists, we are able to satisfy the physical needs of those who use the service. Those who use the service felt their overall wellbeing is maintained due to continuity of staff, our openness to include friends and families within the care provision and a flexible approach to delivering care.

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

None of those who use the service felt they were at risk from abuse and neglect. When concerns are raised, Tereen is able to react accordingly through safeguarding procedures. Through regular contact with social services where those who use the service lack capacity to safeguard themselves, we are able to ensure the safety and wellbeing as much as possible.

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)	23
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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
	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The service manager/registered manager at Tereen is also a qualified trainer with a degree in education. Through regular revision of the training curriculum, he is able to keep up to date with any changes in legislation that affect his role and all of those with in the company.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	0
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>  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	1

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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	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	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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?	No
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	35
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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	20
Safeguarding	20
Dementia	20
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All care workers also undergo medication training
Contractual Arrangements	
No. of permanent staff	35
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)	24
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	19

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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