

# 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:	United Care Solutions Ltd	
The provider was registered on:	18/02/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Groeso	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	18/02/2022
	Responsible Individual(s)	Steven Dyton-Thomas
	Manager(s)	Llion Bevan
	Maximum number of places	4
	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	Training needs are discussed at Team meetings and individual staff supervisions. The training is overseen by the Operations team and they fill in monthly KPI reports which highlight the overall percentage of staff training which has been completed along with identifying any gaps in staff training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The recruitment and retention is overseen by the Office Manager who liaises with the management team. A monthly KPI Report is completed. All job vacancies are advertised internally via our website and externally via Indeed, Total Jobs, Reed and WeCareWales.

## Service Profile

### Service Details

Name of Service	Ty Groeso
Telephone Number	01633846811
What is/are the main language(s) through which your service is provided?	English Medium
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?	4
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#### Fees Charged

The minimum weekly fee payable during the last financial year?	5000
The maximum weekly fee payable during the last financial year?	7000

#### 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?	Newsletters, Social Media, Questionnaires

#### Service Environment

How many bedrooms at the service are single rooms?	4
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	0
How many bathrooms have assisted bathing facilities?	2
How many communal lounges at the service?	3
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	External garden with play areas including mini football area and enclosed trampoline. Also flowered garden area.
Provide details of any other facilities to which the residents have access	Sensory Room and Play Room.

#### 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	Core boards, Now and Next

#### 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>As part of the governance my role as RI is to review the day to day running of the service and ensure the children are receiving the care which reflects their care and placement plans. To support me doing this I visit the service at minimum on a quarterly basis and review the individual files of the children and the processes that are in place to ensure that the manager and staff are supporting the children giving them every opportunity to have a voice within how the service is run.</p> <p>The keyworker files at Ty Groeso show evidence that children are giving the opportunity to make choices which are meaningful to them. There are records of goal setting and weekly meeting. The way in which activities are planned also evidence a person centred approach. During keyworker meetings they use communication techniques which work best for individual children and record and share with the rest of the team.</p> <p>At United Care Solutions we pride ourselves on the strong professional relationships we have with the external agencies involved in the children's lives, and overall feedback from them is that they believe all the children are cared for very well and that their care needs are met in a secure and nurturing environment.</p> <p>As discussed prior during my Reg 73 visits I review the personal plans of the children and these documents also evidence the service is proactive in promoting choice that is person centred to each child. During my visits I also have the opportunity to observe staff interacting with the children, the staff team work hard in supporting the children to find their voice and express choice. Recently a new core board communication technique has been implemented for one of our children and staff have informed me how much more confident they are now in communicating with staff.</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>All children at Ty Groeso are supported to attend Health appointments. This includes G.P., Paediatrician, dentist, and opticians. All information is then recorded and shared with the staff team. Any significant changes in Health then the Registered Manager would amend the relevant paperwork in line with any changes in health. For example documents that could be changed are Personal plan, support guidelines, hospital passport, and risk assessments. Personal files are audited by the Operational team on a quarterly basis and updated by the Registered Manager when any changes occur. Information regarding the health needs of the children can be found in minutes of team meetings and individual staff supervisions.</p> <p>All staff are trained in first aid level 2. Externally the NHS epilepsy team and the enteral feeding team provide training to our staff in the following areas. Rescue medication Buccal and Paraldehyde, PEG feeding. Overall half of our staff team are trained in these specialised areas and more training is arranged in the coming months. Evidence in the rotas shows that there is a trained competent person on every shift.</p> <p>The Registered Manager and Key Workers also liaise closely with the children's schools. Staff attend parents evenings and reviews and also participate and support our children with any open days and sports day. Key workers update the staff within their monthly reports on the progress that the children are making educationally.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have completed their children's safeguarding training, and this is updated on a yearly basis. Along with this we support all of our staff to download the Wales safeguarding app on their phones, this is done as part of the induction process. Currently we have 8 staff members who are registered with the SCW and have their pins, and the remaining 7 are working towards acquiring their pins. All staff are DBS checked at the recruitment stage and the Office Manager then contacts any identified job referees separately to ensure that the information provided at the interview stage is accurate.</p> <p>In the last year Ty Groeso has one MARF (19/03/2023) to the Local authority notification was also submitted. The incident did not escalate any further, but we did arrange additional training for staff and amended relevant documentation in line with the event. The Management team also directly informed the Social Worker and the mother of the child involved.</p> <p>Staff are complete Equality and Diversity training during their induction process.</p>

The extent to which people live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

At Ty Groseo we pride ourselves on being able to provide a secure and nurturing environment. Staff conduct daily Health and Safety checks both days and nights. The following are just an example of the Health and Safety checks that are carried out on a weekly basis, manual handling equipment safety checks, Fire alarm and Fire safety equipment checks, car checks, Health and safety checks of the home.

These checks are audited by the Operations team on a monthly basis. As we provide accommodation for 2 children with PMLD the ground floor of the building is adapted with ceiling track hoists and we also have a mobile hoist in case of a power cut in the local area. In the kitchen we have lowered the work surfaces in order to enable the children to participate in food preparation and in-house activities e.g. baking and messy play.

The garden is private and secure and has a large flat area where all the children can play and be creative outside.

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)	8
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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
	Infection, prevention & control	1
Manual Handling	1	
Safeguarding	1	
Medicine management	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.	Due to the health needs of some of the children we care for. Staff are trained in the following areas by external agencies. Epilepsy rescue medication, PE G, Suction, and percussion.
<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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Nursing care staff</b>	
Does your service structure include roles of this type?	No
<b>Registered nurses</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
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	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Infection, prevention & control	15
Manual Handling	15
Safeguarding	15
Medicine management	15
Dementia	0
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	PEG, Rescue medication Buccal and Paraldehyde, Suction, Percussion

#### Contractual Arrangements

No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	3
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)	12
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

#### Typical shift patterns in operation for employed staff

Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.

Mon-Fri (During school term) 2pm-9pm  
weekends- 9am-9pm  
Mon-Fri (Out of term time) 9am-9pm  
Waking nights 9pm-9am  
Minimum 3 staff per day, Average number of staff per day is 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	8

Domestic staff	
Does your service structure include roles of this type?	No
Catering staff	
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