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:		Voyage 1 Limited
The provider was registered	ed on:	15/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider	

The regulated services delivered by this provider were:

Voyage (DCA) North Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Responsible Individual(s)	Andrew Cannon
Manager(s)	Anthony Jones, Ashley Evans, Angela Godsmark
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

Voyage (DCA) De Cymru	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Responsible Individual(s)	Andrew Cannon
Manager(s)	Hayleigh Southall, Candice Anderson
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

Voyage (DCA) Gorllewin Cymru	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/04/2019
Responsible Individual(s)	Andrew Cannon
Manager(s)	Hayleigh Southall, Candice Anderson
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service

Voyage (DCA) Powys	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	22/11/2019
Responsible Individual(s)	Andrew Cannon
Manager(s)	Angela Godsmark, Anthony Jones
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service
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Training and Workforce Ranning

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 new and existing staff receive face to face, observational and a ssessment mandatory training, including AWIF and Welsh Manual Handling Passport. Regional trainer provides All Wales Safeguard ing training to all staff as part of the induction. All training reviewe d. Extensive training and guidance has been provided around Dy sphagia and the Prevention and Management of Choking. Active Support is promoted and service specific training is provided to u nderstand the needs of the people we support.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Clear and robust recruitment process. Student toolkit designed to support managers to recruit students to roles. Financial initiatives including, a Wagestream App, Blue Light card, annual leave buyb ack scheme. Free, independent, confidential support line available e 24/7, 365 days a year for all staff. Employee Appreciation Day a nd electronic thank you cards available for staff all year. Voyage Excellence Awards held October 22, where the Branch Manager in South Wales was a finalist.

Service Details

Name of Service	Voyage (DCA) De Cymru
Telephone Number	01633254421
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?	45

Fees Charged

The minimum hourly rate payable during the last financial year?	10
The maximum hourly rate payable during the last financial year?	12

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?	Zest is one of the company initiatives to communicate with the peo ple we support across the organisation. Zest is magazine available to all people we support and available online, hard copy and mo re recently through an audio read version, making the magazine more accessible. Zest includes updates, environmental tips, good news stories and articles about the people we support, as well as activities, quizzes, recipes and challenges. In addition, there are o nline hubs and activity portals, challenges and activities held thro ughout the year. A number of feedback and communication oppor tunities are available at services and within peoples own homes to allow people to stay in touch with the wider organisation. Person c entred reviews and team and keyworker meetings are held to give people the opportunity to discuss in groups or on a 1-1 basis. Fe edback and Quality Questionnaires give people the opportunity to feedback on the care and support they receive.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	Yes
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.

Annual Quality Questionnaires were opened to all eligible peopl e we support in August 2022, and they cover every aspect of a person's support needs and care received.

100% of people who completed the QQ in Voyage (DCA) De Cy mru said they were given choices or gave a positive response. Questions asked about choices of meals, food purchases, cloth ing, decorating, social inclusion were 100% positive. Outcomes are measured against previous years and any improvements ar e identified. Meetings held throughout the year, enable the peo ple we support to discuss their care and support and plan actio ns and goals. Monthly key worker meetings are held which give s individuals the opportunity on a 1-1 basis to discuss all aspec ts of their care and support including emotional well-being, heal th, goals, support plans and risk assessments. Monthly tenant meetings are completed for each service and covers the suppo rt team, planned or new activities and any house maintenance. The service are currently working alongside the people we sup port to ensure new activities are being implemented and are pe rsonal centred. The service is working with individuals and famil y members to encourage and engage in accessing the commun ity and person-centred activities. New activity timetables have b een recently implemented and are exploring new opportunities. Clear outcomes from person centred reviews has been greatly in mproved and continues to develop ensuring that people are full y involved in their care and support needs, goals and achievem ents. Active Support is promoted and gives individuals the oppo rtunity to be fully involved in their lives, receive the right level of support, encourages participation and inclusion in all aspects o f their care and daily lives. Promoting choice and independence and being a part of each activity or task with the intention of gai ning the skills to a fulfilled and happy life. Individuals are doing more within their homes, taking control of tenancies, engaging i n activities and achieving goals. Each service has a designated Field Support Supervisor who is trained to promote active supp ort, collaborate with individuals to establish and implement skill development plans, opportunity guidelines and regularly review daily workbooks, activity schedules, participation records and r eview progress. The service has been working on upskilling sta ff members in Active Support to ensure people achieve their po tential.

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.

Results from the Annual Quality Questionnaires confirmed that 100% of people in Voyage (DCA) De Cymru are generally happ y with how things are going and have no concerns. Health Actio n Plans, Health Screening Checklists and Hospital Passports ar e individualised to each person we support based on their healt h needs, preferences and level of support required. Individuals have an active involvement in all aspects of their lives and healt hcare and attend health checks, and supported with vaccinatio n bookings, health appointments and encouraged to be involve d in meetings, medication reviews, significant discussions and o utcomes from meetings. Services work with professionals to ens ure people continue to have access to the healthcare services t hey need. Health Action Plans, Health Screen checklists and Ho spital Passports are individualised to each individual based on t heir health needs, preferences and level of support required. In dividuals are encouraged to attend annual health and medicati on reviews and are at the centre of any decisions made around their medication. Individuals have an active involvement in all a spects of their lives and are supported to work with health profe ssionals and be involved in any significant decisions around the ir care and support needs. The people we support have had ac cess to occupational therapists and Speech and Language The rapists and appointments have also taken place via video callin g. People we support are provided details for local advocacy gr oups providing opportunity for them to access support groups, professionals and independent skills courses enabling them to t ake control of their choices, decisions and build on their current skills. A Medication Champion has been appointed and has tak en responsibility in all of the medication processes within the se rvice. Spot checks and monthly medication audits have been im plemented and completed to ensure medication is closely revie wed and monitored and any potential errors or near misses are promptly found, addressed, reviewed and learnings shared. Ext ensive training and guidance has been completed around Dysp hagia and Prevention and Management of Choking during the past 12 months, understanding signs and triggers, safe and eff ective support at mealtimes, risk assessments, SALT referrals. MCA and Best Interest Decisions, audits, action to be taken an d learnings from previous incidents.

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

Results from the Quality Questionnaire confirmed that 100% of people in Voyage (DCA) De Cymru were happy and know who t o ask for help advice and support. 100% of people or were hap py or gave positive responses that they felt safe in their daily e nvironment. 'See Something Say Something' cards are promote d and available in services or homes. These pre-paid cards ca n be posted to our Group Support office and gives individuals t he opportunity and ability to raise concerns or issues and feel t hey cannot disclose to a staff member or manager. Individuals can also use a confidential whistleblowing line or dedicated com plaints department to raise any concerns. We also have a facilit y to email the Responsible Individual directly, with any concerns or questions they have. Voyage Care is committed to safeguar ding and promoting the welfare of the people we support, theref ore essential that appropriate recruitment processes and check s are completed. There is also a need to attract and retain qual ified employees who are committed to providing a high-quality s ervice. Clear recruitment procedures, designed to make everyo ne aware of obligations and recruit the best people in an efficie nt and effective manner. Ongoing retention of staff is based on seeking and nurturing staff with the right values that match the ethos of the business as well as delivering equality for all. Regi onal Trainers provide 'All Wales Safeguarding' training to staff. Enabling staff to recognise, understand and prevent abuse or h arm, respond and report, suspicions or incidences of harm or a buse to management and external agencies. The Safeguarding policy and procedure is promoted and ensures awareness and knowledge with regard to abuse is always kept in date and in lin e with best practice and readily available to all staff. Safeguardi ng alerts are submitted to Safeguarding and authorities and all involved take measures to ensure safety of individuals, protect from harm and take actions to prevent a reoccurrence. Daily we ekly, monthly and quarterly reviews, checks and audits are com pleted. Any actions are uploaded to a consolidated action plan and continuously reviewed and monitored and improvements im plemented to improve the quality of support delivered. All incide nts and accidents are uploaded to an internal reporting system. This is reviewed by the Branch Manager and also monitored by the Operations Team and Group Support to ensure all actions are taken and reviewed for future learnings.

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)

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.

15

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way

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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that macan be added to 'Please outline any additional transfer outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	
Safeguarding	1
D ()	1
	1
Positive Behaviour Management	1 1 0
Positive Behaviour Management	1
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 1 0
Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 1 0 1 Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity
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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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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
Filled and vacant posts	
No. of staff in post	2
No. of staff in post No. of posts vacant	1
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that man	ar for this role type. ant training. The list of training categories
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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	0
No. of staff working towards the required/recommended qualification	2
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
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos Filled and vacant posts	cifically to this role type only. Unless otherwise
Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
Contractual Arrangements	
No. of permanent staff	17
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	11
No. of part-time staff (17-34 hours per week)	4
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	3
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 Details

Name of Service	Voyage (DCA) Gorllewin Cymru
Telephone Number	01633254421
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

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How many people in total did the service provide care and support to during the last financial year?	26

Fees Charged

The minimum hourly rate payable during the last financial year?	10
The maximum hourly rate payable during the last financial year?	12

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?	Zest is one of the company initiatives to communicate with the people we support across the organisation. Zest is magazine available to all people we support and available online, hard copy and mo re recently through an audio read version, making the magazine more accessible. Zest includes updates, environmental tips, good news stories and articles about the people we support, as well as activities, quizzes, recipes and challenges. In addition, there are o nline hubs and activity portals, challenges and activities held thro ughout the year. A number of feedback and communication oppor tunities are available at services and within peoples own homes to allow people to stay in touch with the wider organisation. Person c entred reviews and team and keyworker meetings are held to give people the opportunity to discuss in groups or on a 1-1 basis. Fe edback and Quality Questionnaires give people the opportunity to feedback on the care and support they receive.

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)	
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published $\underline{\text{guidance}}$ 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.

Meetings held throughout the year, enable the people we supp ort to discuss their current care and support and plan actions a nd goals. Monthly key worker meetings are held which gives ind ividuals the opportunity on a 1-1 basis to discuss all aspects of their care and support including emotional well-being, health, g oals, support plans and risk assessments. Monthly tenant meeti ngs are completed for each service and covers the support tea m, planned or new activities and any house maintenance. The service are currently working alongside the people we support t o ensure new activities are being implemented and they are per sonal centred. The service is working with individuals and family members to encourage and engage in accessing the communit y and person-centred activities. New activity timetables have be en recently implemented and are exploring new opportunities. During support plan and person-centred reviews, the service w orks with individuals, families and relevant professionals to revi ew what is important To and For the people we support and ho w best to meet their needs, promote their health and wellbeing, social inclusion and setting future goals. The summary in the m onthly team meetings and key worker meetings provides a goo d understanding into people's usual and daily lives and establis hes what is working well and what actions are required to impro ve. Clear outcomes from person centred reviews has been gre atly improved and continues to develop ensuring that people ar e fully involved in their care and support needs, goals and achi evements. Active Support is promoted and gives individuals the opportunity to be fully involved in their lives, receive the right le vel of support, encourages participation and inclusion in all asp ects of their care and daily lives. Promoting choice and indepen dence and being a part of each activity or task with the intentio n of gaining the skills to a fulfilled and happy life. Individuals are doing more within their homes, taking control of tenancies, eng aging in activities and achieving goals. Each service has a desi gnated Field Support Supervisor who is trained to promote acti ve support, collaborate with individuals to establish and implem ent skill development plans, opportunity guidelines and regularl y review daily workbooks, activity schedules, participation recor ds and review progress. The service has been working on upsk illing staff members in Active Support to ensure people achieve their potential.

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.

Health Action Plans, Health Screening Checklists and Hospital Passports are individualised to each person we support based on their health needs, preferences and level of support require d. Individuals have an active involvement in all aspects of their I ives and healthcare and attend health checks, and supported w ith vaccination bookings, health appointments and encouraged to be involved in meetings, medication reviews, significant discu ssions and outcomes from meetings. Services work with profess ionals to ensure people continue to have access to the healthcare services they need. Health Action Plans, Health Screen che cklists and Hospital Passports are individualised to each individual based on their health needs, preferences and level of support required.

Individuals are encouraged to attend annual health and medica tion reviews and are at the centre of any decisions made aroun d their medication. Individuals have an active involvement in all aspects of their lives and are supported to work with health prof essionals and be involved in any significant decisions around th eir care and support needs. The people we support have had a ccess to occupational therapists and Speech and Language Th erapists and appointments have also taken place via video calli ng. People we support are provided details for local advocacy g roups providing opportunity for them to access support groups, professionals and independent skills courses enabling them to t ake control of their choices, decisions and build on their current skills. A Medication Champion has been appointed and has tak en responsibility in all of the medication processes within the se rvice. Spot checks and monthly medication audits have been im plemented and completed to ensure medication is closely revie wed and monitored and any potential errors or near misses are promptly found, addressed, reviewed and learnings shared. Ext ensive training and guidance has been completed around Dysp hagia and Prevention and Management of Choking during the past 12 months, understanding signs and triggers, safe and eff ective support at mealtimes, risk assessments, SALT referrals, MCA and Best Interest Decisions, audits, action to be taken an d learnings from previous incidents.

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

'See Something Say Something' cards are promoted and availa ble in services or homes. These pre-paid cards can be posted t o our Group Support office and gives individuals the opportunit y and ability to raise concerns or issues and feel they cannot di sclose to a staff member or manager. Individuals can also use a confidential whistleblowing line or dedicated complaints depar tment to raise any concerns. We also have a facility to email th e Responsible Individual directly, with any concerns or question s they have. Voyage Care is committed to safeguarding and pr omoting the welfare of the people we support, therefore essenti al that appropriate recruitment processes and checks are comp leted. There is also a need to attract and retain qualified emplo yees who are committed to providing a high-quality service. Cle ar recruitment procedures, designed to make everyone aware of obligations and recruit the best people in an efficient and eff ective manner. Ongoing retention of staff is based on seeking a nd nurturing staff with the right values that match the ethos of t he business as well as delivering equality for all. Regional Train ers provide 'All Wales Safeguarding' training to staff. Enabling s taff to recognise, understand and prevent abuse or harm, resp ond and report, suspicions or incidences of harm or abuse to m anagement and external agencies. The Safeguarding policy an d procedure is promoted and ensures awareness and knowled ge with regard to abuse is always kept in date and in line with b est practice and is readily available to all staff. Safeguarding al erts are submitted to Safeguarding and authorities and all invol ved take measures to ensure safety of individuals, protect from further harm and take actions to prevent a reoccurrence. Coac hing sessions included in team meeting agendas to discuss acc ident, incident reporting and safeguarding processes, including a lessons learned to improve the delivery of care and support. Daily weekly, monthly and quarterly reviews, checks and audits are completed. Any required actions are uploaded to a consolid ated action plan, these are continuously reviewed and monitore d and improvements implemented to improve the quality of sup port delivered. All incidents and accidents are uploaded to an i nternal reporting system. This is reviewed by the Branch Mana ger to ensure all required actions have been completed and als o monitored by the Operations Team and Group Support for an y additional input, reviews or future learnings.

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)

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 categor provided is only a sample of the training that may have been undertaken. Any training can be added to 'Please outline any additional training undertaken pertinent for this rol not outlined above'.		
Induction	0	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	1	
Dementia	1	
Positive Behaviour Management	0	
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way	
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	d term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0	
Deputy service manager Does your service structure include roles of this type?	No	
Other supervisory staff		
Does your service structure include roles of this type?	Yes	
L L		

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	0	
Health & Safety	2	
Equality, Diversity & Human Rights	2	
Manual Handling	1	
Safeguarding	2	
Dementia	2	
Positive Behaviour Management	0	
Food Hygiene	2	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way	
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		
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
type:	
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	5
Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that make can be added to 'Please outline any additional training that make the same can be added to 'Please outline any additional training that make the same can be added to 'Please outline any additional training the last financial year.	ant training. The list of training categories
Induction	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	0
Safeguarding	6
Dementia	12
Positive Behaviour Management	0
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	2
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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)	3
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social	3
care worker	

1
No

Service Details

Name of Service	Voyage (DCA) North Wales
Telephone Number	01978752289
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?	67

Fees Charged

	1
The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	11.90

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Zest is one of the company initiatives to communicate with the people we support across the organisation. Zest is magazine available to all people we support and available online, hard copy and more recently through an audio read version, making the magazine more accessible. Zest includes updates, environmental tips, good news stories and articles about the people we support, as well as activities, quizzes, recipes and challenges. In addition, there are on line hubs and activity portals, challenges and activities held throughout the year. A number of feedback and communication oppor tunities are available at services and within peoples own homes to allow people to stay in touch with the wider organisation. Person centred reviews and team and keyworker meetings are held to give people the opportunity to discuss in groups or on a 1-1 basis. Feedback and Quality Questionnaires give people the opportunity to feedback on the care and support they receive.

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)	
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Voyage Care have 63 Quality Checkers who currently live in our services and employed with the organisation. Working closely with a supporter, individuals visit services, speak to staff and people we support, discussing their home, support they receive, observe staff working with individuals, review the environment and provide a report. Visits enable Voyage Care to gather views of experts by experience and identify areas for improvement from people at the heart of the organisation. We currently have 2 applications in progress in Voyage (DCA) North Wales for Quality Checkers.

Annual Questionnaires opened to all eligible people we support in August 2022 and cover every aspect of a person's support n eeds. 100% of people who responded in Voyage (DCA) North Wales said that they were given choices or gave a positive resp onse. Questions asked about meal choices, food, clothes purch ases, decorating, social inclusion were between 85% - 91% pos itive. Active Support is promoted and gives individuals the oppo rtunity to be fully involved in their lives, receive the right level of support, encourages participation and inclusion in all aspects o f their care and daily lives. Promoting choice and independence and being a part of each activity or task with the intention of gai ning the skills to a fulfilled and happy life. Individuals are doing more within their homes, taking control of tenancies, engaging i n activities and achieving goals. People currently undertake vol unteer roles and courses, building on their current skills. Each service has a designated Field Support Supervisor who is train ed to promote active support, collaborate with individuals to est ablish and implement skill development plans, opportunity guid elines and regularly review daily workbooks, activity schedules, participation records and review progress. Annual Service Revi ew questionnaires have been completed with people we suppor t, families, staff and professionals, obtaining views about the se rvice they receive. 100% of responses were 'very happy' or 'ha ppy' that 'they can live the life they want and do the things that are important to them as independently as possible' and 'their v iews are listened to'. Person-centred reviews are completed wit h individuals, including support and health needs, goals and de sires. Regular meetings provides people a voice, choice and co ntrol about any issues, home improvements, activity schedules and upcoming events.

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.

100% of people who responded to the Annual Questionnaire a dvised that they are happy with how things are going and have no concerns. People receive regular medication reviews and st aff provide support and work with Multi-Disciplinary Teams to su ccessfully reduce psychotropic medication in line with Voyage's STOMP policy. Managers are working with staff to complete me dication competencies and monitor medication administration to minimise and avoid the risk of errors. Individuals feel supported and is reflected in the Annual Service Review. 100% responded 'very happy' 'how they are supported with medication' and 100 % 'very happy' or 'happy' with the 'support received to attend m edical appointments. Each person supported with medication h as an assessment, which states the level of support required as per their preferences and wishes. Individuals are supported to t ake ownership of their health and participate in meetings and a ction their own health needs. Individuals are being supported to help reduce their bills within their homes and have been discus sing using water and smart meters, understanding water usage and implementing simple water saving habits. Person Centred Reviews and individual meetings are held which includes wellbe ing, general health needs, goals and ensuring people are recei ving the necessary support to attend health appointments and arrange future appointments, liaise with health professionals an d communicate with people in a way that they understand. Servi ces work with professionals to ensure people continue to have access to the healthcare services they need. Health Action Pla ns, Health Screen checklists and Hospital Passports are individ ualised to each individual based on their health needs, prefere nces and level of support required.

Individuals are encouraged to attend annual health and medica tion reviews and are at the centre of any decisions made aroun d their medication. Individuals have an active involvement in all aspects of their lives and are supported to work with health prof essionals and be involved in any significant decisions around th eir care and support needs. Extensive training and guidance ha s been completed around Dysphagia and Prevention and Mana gement of Choking during the past 12 months, understanding s igns and triggers, safe and effective support at mealtimes, risk assessments, SALT referrals, MCA and Best Interest Decisions, audits, action to be taken and learnings from previous incidents

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

90% of people who responded to the Annual Quality Questionn aire confirmed that people in Voyage (DCA) North Wales are h appy and know who to ask for help advice and support. 100% of people or are happy or gave positive responses that they felt safe in their daily environment.

'See Something Say Something' cards are promoted and availa ble in services or homes. These pre-paid cards can be posted t o our Group Support office and gives individuals the opportunit y and ability to raise concerns or issues and feel they cannot di sclose to a staff member or manager. Individuals can also use a confidential whistleblowing line or dedicated complaints depar tment to raise any concerns. We also have a facility to email th e Responsible Individual directly, with any concerns or question s they have. Voyage Care is committed to safeguarding and pr omoting the welfare of the people we support, therefore essenti al that appropriate recruitment processes and checks are comp leted. There is also a need to attract and retain qualified emplo yees who are committed to providing a high-quality service. Cle ar recruitment procedures, designed to make everyone aware of obligations and recruit the best people in an efficient and eff ective manner. Ongoing retention of staff is based on seeking a nd nurturing staff with the right values that match the ethos of t he business as well as delivering equality for all. Regional Train ers provide 'All Wales Safeguarding' training to staff. Enabling s taff to recognise, understand and prevent abuse or harm, resp ond and report, suspicions or incidences of harm or abuse to m anagement and external agencies. The Safeguarding policy an d procedure is promoted and ensures awareness and knowled ge with regard to abuse is always kept in date and in line with b est practice and is readily available to all staff. Safeguarding al erts are submitted to Safeguarding and authorities and all invol ved take measures to ensure safety of individuals, protect from further harm and take actions to prevent a reoccurrence. Coac hing sessions included in team meeting agendas to discuss acc ident, incident reporting and safeguarding processes, including a lessons learned to improve the delivery of care and support. Daily weekly, monthly and quarterly reviews, checks and audits are completed. Any required actions are uploaded to a consolid ated action plan, these are continuously reviewed and monitore d and improvements implemented to improve the quality of sup port delivered.

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)

114

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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Further mandatory training: Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way

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 Service Manager	2	
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	8	
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	8	
1	l l	
Equality, Diversity & Human Rights	8	
Equality, Diversity & Human Rights Manual Handling	8 8	
Manual Handling	8	
Manual Handling Safeguarding	8	
Manual Handling Safeguarding Dementia	8 8 8	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Further mandatory training: Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way	
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	
Outline below the number of permanent and fixe	ed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	8	
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	4	
No. of staff working towards the required/recommended qualification	3	
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	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	1	
Health & Safety	1	
Equality, Diversity & Human Rights	1	
Manual Handling	1	
Safeguarding	1	
Dementia	1	
Positive Behaviour Management	0	

Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Further mandatory training: Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
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 fixe	d 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	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
	Yes
Does your service structure include roles of this type?	res
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	136
No. of posts vacant	3
Training undertaken during the last financial year Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional training the provided above'.	ant training. The list of training categories
Induction	40
Health & Safety	137
•	138
Equality, Diversity & Human Rights Manual Handling	
Manual Handling Sefequerding	128
Safeguarding	105
Dementia	109

Positive Behaviour Management	7
Food Hygiene	130
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Further mandatory training: Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
Contractual Arrangements	
No. of permanent staff	114
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	28
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	70
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	27
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	81
No. of staff working towards the required/recommended qualification	15
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Voyage (DCA) Powys
Telephone Number	01978752289
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	27
support to during the last financial year?	

Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	11.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	Zest is one of the company initiatives to communicate with the people we support across the organisation. Zest is magazine available to all people we support and available online, hard copy and mo re recently through an audio read version, making the magazine more accessible. Zest includes updates, environmental tips, good news stories and articles about the people we support, as well as activities, quizzes, recipes and challenges. In addition, there are o nline hubs and activity portals, challenges and activities held thro ughout the year. A number of feedback and communication oppor tunities are available at services and within peoples own homes to allow people to stay in touch with the wider organisation. Person c entred reviews and team and keyworker meetings are held to give people the opportunity to discuss in groups or on a 1-1 basis. Fe edback and Quality Questionnaires give people the opportunity to feedback on the care and support they receive.

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	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.

Annual Service Reviews have been completed with people we s upport, families, staff and professionals obtaining views about t he service they receive. 94% of responses were 'very happy' or 'happy' that 'they can live the life they want and do the things th at are important to them as independently as possible' and 83 % were very happy' or 'happy' that 'I am supported to be a part of the community'. Voyage Care have developed an Employme nt Tool kit to help and assist the people we support to build on t heir strengths, develop work skills and access community resou rces and move towards employment. The service are discussin g opportunities and barriers to employment with people we sup port and Local Authority, who are also gathering information fro m other providers within Powys to ascertain what support indivi duals need to gain voluntary and paid employment. People curr ently undertake volunteer roles and courses, building on their c urrent skills. The roles empower individuals and are developing meaningful relationships with the regular customers who freque nt the shops. Active Support is promoted and gives individuals t he opportunity to be fully involved in their lives, receive the righ t level of support, encourages participation and inclusion in all aspects of their care and daily lives. Promoting choice and inde pendence and being a part of each activity or task with the inte ntion of gaining the skills to a fulfilled and happy life. Individuals are doing more within their homes, taking control of tenancies, engaging in activities and achieving goals. Each service has a designated Field Support Supervisor who is trained to promote active support, collaborate with individuals to establish and impl ement skill development plans, opportunity guidelines and regul arly review daily workbooks, activity schedules, participation rec ords and review progress. Person-centred reviews are complet ed with individuals, including support and health needs, goals a nd desires. Regular meetings provides people a voice, choice a nd control about any issues, home improvements, activity sche dules and upcoming events. Services continue to review and m onitor action plans from audits, to improve the overall quality of support delivered to the people we support.

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.

Annual Quality Questionnaires were opened to all eligible peopl e we support in August 2022, and are detailed questionnaires t hat cover every aspect of a person's support needs and care t hey receive. Results from the Quality Questionnaire were that 1 00% of people are happy with how things are going and have n o concerns. Responses and results from the Annual Service Re view confirmed that 95% were 'very happy' or 'happy' that 'I am supported to manage my health in a way that makes sense to me'. Individuals are being supported to help reduce their bills wi thin their homes and have been discussing using water and sm art meters, understanding water usage and implementing simpl e water saving habits. Person Centred Reviews and individual meetings are held which includes wellbeing, general health nee ds, goals and ensuring people are receiving the necessary sup port to attend health appointments and arrange future appoint ments, liaise with health professionals and communicate with pe ople in a way that they understand.

Services work with professionals to ensure people continue to h ave access to the healthcare services they need. Health Action Plans, Health Screening Checklists and Hospital Passports are i ndividualised to each Person we Support based on their health needs, preferences and level of support required. Individuals ar e encouraged to attend annual health and medication reviews and are at the centre of any decisions made around their medic ation. Individuals have an active involvement in all aspects of th eir lives and are supported to work with health professionals an d be involved in any significant decisions around their care and support needs. All individuals receive support to understand th eir health conditions and communicated in a way they understa nd. Individuals have been supported to health screenings. Peo ple have health action plans and hospital passports which are r egularly reviewed and updated every 6 months or when there is a change. Extensive training and guidance has been completed around Dysphagia and Prevention and Management of Chokin g during the past 12 months, understanding signs and triggers, safe and effective support at mealtimes, risk assessments, SAL T referrals, MCA and Best Interest Decisions, audits, action to b e taken and learnings from previous incidents.

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

'See Something Say Something' cards are promoted and availa ble in services or homes. These pre-paid cards can be posted t o our Group Support office and gives individuals the opportunit y and ability to raise concerns or issues and feel they cannot di sclose to a staff member or manager. Individuals can also use a confidential whistleblowing line or dedicated complaints depar tment to raise any concerns. We also have a facility to email th e Responsible Individual directly, with any concerns or question s they have. Voyage Care is committed to safeguarding and pr omoting the welfare of the people we support, therefore essenti al that appropriate recruitment processes and checks are comp leted. There is also a need to attract and retain qualified emplo yees who are committed to providing a high-quality service. Cle ar recruitment procedures, designed to make everyone aware of obligations and recruit the best people in an efficient and eff ective manner. Ongoing retention of staff is based on seeking a nd nurturing staff with the right values that match the ethos of t he business as well as delivering equality for all. Regional Train ers provide 'All Wales Safeguarding' training to staff. Enabling s taff to recognise, understand and prevent abuse or harm, resp ond and report, suspicions or incidences of harm or abuse to m anagement and external agencies. The Safeguarding policy an d procedure is promoted and ensures awareness and knowled ge with regard to abuse is always kept in date and in line with b est practice and is readily available to all staff. Safeguarding al erts are submitted to Safeguarding and authorities and all invol ved take measures to ensure safety of individuals, protect from further harm and take actions to prevent a reoccurrence. Coac hing sessions included in team meeting agendas to discuss acc ident, incident reporting and safeguarding processes, including a lessons learned to improve the delivery of care and support. Daily weekly, monthly and quarterly reviews, checks and audits are completed. Any required actions are uploaded to a consolid ated action plan, these are continuously reviewed and monitore d and improvements implemented to improve the quality of sup port delivered.

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 | 49 31 March)

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

Does your service structure include roles of this	Yes
type?	
Important: All questions in this section relate sp stated, the information added should be the po	pecifically to this role type only. Unless otherwise
Filled and vacant posts	istituti as ut the stist march of the last ilitarical year.
	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 Equality, Diversity & Human Rights 1 1 Manual Handling Safeguarding 1 1 Dementia Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken Infection prevention and control pertinent to this role which is not outlined above. Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way **Contractual Arrangements** No. of permanent staff 1 No. of Fixed term contracted staff 0 0 No. of volunteers No. of Agency/Bank staff 0 0 No. of Non-guaranteed hours contract (zero hours) staff 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) 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 No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? 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.

1

Filled and vacant posts

No. of staff in post

No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that make can be added to 'Please outline any additional training that above'.	ant training. The list of training categories
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.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Q1	
Other supervisory staff Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year. Set out the number of staff who undertook releve provided is only a sample of the training that may can be added to 'Please outline any additional training dutlined above'.	ant training. The list of training categories
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.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
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 spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.

lo. of staff in post	1
lo. of posts vacant	3
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional trans outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed
nduction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
Contractual Arrangements	
No. of permanent staff 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	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	-
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year
Filled and vacant posts	

No. of staff in post	61
No. of posts vacant	9
Training undertaken during the last financial year Set out the number of staff who undertook relevation provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	ant training. The list of training categories
Induction	13
Health & Safety	59
Equality, Diversity & Human Rights	60
Manual Handling	47
Safeguarding	51
Dementia	58
Positive Behaviour Management	10
Food Hygiene	56
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection prevention and control Medication Active Support Mental Capacity and Depravation of Liberty Fire Safety Awareness Communication Basic Life Support Bullying and Harassment in the Workplace Our Values Privacy & Dignity Working in a Person Centred Way
Contractual Arrangements	
No. of permanent staff	43
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	17
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	20
No. of part-time staff (17-34 hours per week)	14
No. of part-time staff (16 hours or under per week)	9
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
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