

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:	Walsingham Support	
The provider was registered on:	16/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	WalsinghamSupport Domiciliary Care - Bridgend	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/11/2020
	Responsible Individual(s)	Thomas Sharples
	Manager(s)	
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	WalsinghamSupport Domiciliary Care Wales - Powys	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/11/2020
	Responsible Individual(s)	Thomas Sharples
	Manager(s)	
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	WalsinghamSupport Domiciliary Service Wales	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/10/2019
	Responsible Individual(s)	Thomas Sharples
	Manager(s)	Kevin Mort
	Partnership Area	West Glamorgan
	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 is provided through a mixed medium including online learning, webinars, and face-to-face localised training. All training timescales were readjusted to timeframes before COVID. Training has been identified through partnerships working with commissioning bodies and housing providers as and when required outside of those requirements already listed in framework agreements and service specifications.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Use of cohesion recruitment as an independent recruitment agency with specialised recruitment within support agencies. Use of Temp2Perm contracts with localised recruiters and agencies. Introduction of Walsingham Rewards - employee membership to retrieve exclusive discounts.

Service Profile

Service Details

Name of Service	Walsingham Support Domiciliary Care - Bridgend
Telephone Number	01792845566
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	10.50

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?	n/a

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

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

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	0
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Walsingham Support Domiciliary Care Wales - Powys
Telephone Number	01792845566
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	10.50

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?	n/a

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
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.	n/a
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.	n/a
The extent to which people feel safe and protected from abuse and neglect.	n/a

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

Number of posts and staff turnover	
The total number of full time equivalent posts at the service (as at 31 March)	0

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Walsingham Support Domiciliary Service Wales
Telephone Number	02083435600
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	68
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	10.50

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>In order to ensure we are hearing the voices of those supported we gather the following information: Feedback from participation and involvement groups – a peer group of individuals who we support who tackle important issues to them such as 'what makes a good support worker' and 'what can Walsingham do better' in order to shape and control their own support.</p> <p>Questionnaires to individuals supported, external stakeholders including families and professionals allow us to gather important data on how we are supporting the people, and however, through advocacy, we can do better.</p> <p>We engage in the empowerment of the people and our staff to make everyday decisions to ensure they are part of the decisions of the wider organisation, Involvement groups and annual surveys.</p>

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

<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>In order to ensure we are hearing the voices of those supported we gather the following information: Feedback from participation and involvement groups – a peer group of individuals who we support who tackle important issues to them such as ‘what makes a good support worker’ and ‘what can Walsingham do better’ in order to shape and control their own support.</p> <p>Questionnaires to external stakeholders including families and professionals allow us to gather important data on how we are supporting the people, and however, through advocacy, we can do better.</p> <p>We ensure each of our staff has a place and voice in forums with our Responsible Individual and also our Chief Executive Officer to speak on behalf of those unable to, to ensure our strategic priorities have the people we support at their heart.</p> <p>We engage in the empowerment of the people and our staff to make everyday decisions to ensure they are part of the decisions of the wider organisation, whether that is activities, education, or having a voice at our Annual General Meeting.</p> <p>We always operate with an open-door policy for both families and staff to ensure we listen to the people who know the individuals best.</p> <p>Whilst we are very proud of the work we do we recognise we have some improvements to make including Key worker meetings, ensuring active support is a standard agenda item, meetings are more structured, notes reflect discussions around requirements.</p> <p>Meetings: Resident meetings to have accommodation/day-to-day house management as a standard agenda item, ensure discussions during team meetings emphasising the importance of following up health-related actions and regularly reviewing the quality of documentation including health notes at team meetings.</p> <p>Moving forward with the introduction of face-to-face meetings with supported individuals’ Involvement Group, the pathway out of Covid-19 restrictions.</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>Walsingham Support focus on the health and wellbeing of both the individuals and staff to ensure they are of the utmost importance which can be evidenced through the following data:</p> <ul style="list-style-type: none"> - Handwashing competencies throughout COVID - Infection control and deep cleaning records carried out throughout COVID. - Infection Control and Prevention Audits carried out on a quarterly basis in all services. - Policies in place to ensure correct procedures are taken. For example, infection control policy, food hygiene training, and IPC training. - A varied range of activities on offer daily, chosen by the people we support. - When consented to photographs taken of the people we support engaging in activities to share with family members or where appropriate on Walsingham Support’s social media. - Regular reporting of Good News Stories. - Regular review meetings with day services, families, and social work teams. - Completion of daily records to ensure comparisons and preferences are captured on daily activities. - In-house training at staff meetings. - All staff have had in-house training on positive behavior support and are all consistent in their approach. - All appraisal completed for support staff.

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

How we evidence our compliance with this standard:

- All staff are expected to complete safeguarding training as a minimum in line with the All Wales Safeguarding Policy.
- We have a designated officer who oversees safeguarding and data protection.
- On a quarterly basis the senior management and quality team meet to discuss all safeguarding incidents in our Regional Serious Incident and Recommendations Board (SIRB), this is then backed by our national SIRB.
- Our safeguarding policy has been reviewed and updated.
- In-house training on our Behaviour Policy.
- All new staff at induction are given information on our policy and what to do if they have concerns about a person.
- Communication between the local authority is evident during safeguarding strategy meetings.
- Complaints policy extended with a complaints procedure displayed.
- All relevant policies and procedures have been annually reviewed and up to date.
- Questionnaire works really well for feedback from parents. See the setting improvement folder. Send out a new questionnaire for Jan 2022.
- Feedback from participation and involvement groups – a peer group of individuals who we support who tackle important issues to them.
- Questionnaires to external stakeholders including families and professionals this allows us to gather important data on how we are supporting the people, and however through advocacy we can do better.
- We ensure each of our staff has a place and voice in forums with our Responsible Individual and also our Chief Executive Officer to speak on behalf of those unable to, to ensure our strategic priorities have the people we support at their heart.
- We engage in the empowerment of the people and our staff to make everyday decisions to ensure they are part of the decisions of the wider organisation, whether that is activities, education, or having a voice at our Annual General Meeting.
- We always operate with an open-door policy for both families and staff to ensure we listen to the people who know the individuals best.

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)	90
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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
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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	3
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Practical, Medication, COSHH, Fire Awareness, Fire Practical, First Aid Awareness, First Aid Practical, Fluids, GDPR, Infection Control, Autism and MCA training.
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	20
No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	20
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Practical, Medication, COSHH, Fire Awareness, Fire Practical, First Aid Awareness, First Aid Practical, Fluids, GDPR, Infection Control, Autism, and MCA training.

Contractual Arrangements

No. of permanent staff	20
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)	19
No. of part-time staff (17-34 hours per week)	0
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 Service Manager	13
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	3

Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Practical, Medication, COSHH, Fire Awareness, Fire Practical, First Aid Awareness, First Aid Practical, Fluids, GDPR, Infection Control, Autism and MCA training.

Contractual Arrangements

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

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	140
No. of posts vacant	18

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	137
Health & Safety	136
Equality, Diversity & Human Rights	137
Manual Handling	124
Safeguarding	124
Dementia	102
Positive Behaviour Management	119
Food Hygiene	136
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Practical, Medication, COSHH, Fire Awareness, Fire Practical, First Aid Awareness, First Aid Practical, Fluids, GDPR, Infection Control, Autism and MCA training.

Contractual Arrangements

No. of permanent staff	139
No. of Fixed term contracted staff	1
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10

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)	63
No. of part-time staff (17-34 hours per week)	47
No. of part-time staff (16 hours or under per week)	30

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	69
No. of staff working towards the required/recommended qualification	27

Other types of staff

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