

Annual Return 2023/2024

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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:	Cartref Ni Ltd	
The provider was registered on:	19/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cartref Ni Supported Living Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/10/2018
	Responsible Individual(s)	Neil Ryder
	Manager(s)	Tracy Jarmaine
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	After our appraisal window (April - October) the Personal Development Plans were reviewed and results were analysed during a Training Needs Analysis. An operational meeting took place between CEO, Head of Operations and the Learning & Development Manager to discuss outcomes and finalise the training plan for the new financial year with education prioritised according to developmental, organisational and Local Authority/ BCUHB needs and priorities.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Cartref Ni advertise using web sites and social media. Our website which includes an online application process. This has significantly increased the number of completed applications received. We attended numerous job fairs. Prospective staff are interviewed by two managers and then undertake a second stage interview in the house where they would be working. Strong management support, various staff benefits and a long service award aid staff retention.

Service Profile

Service Details

Name of Service	Cartref Ni Supported Living Service
Service Telephone Number	01745584527
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	We use Welsh and will work to facilitate any other languages where possible.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.61
The maximum hourly rate payable during the last financial year?	23.94
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Quality satisfaction questionnaires were sent to the people we support and family members. Visits to meet individuals supported made by Trustee's, RI, Head of Operations, and the Quality Assurance Manager, primarily to spend time with the people we support and glean their thoughts and opinions about us, how they feel about their lived experiences and support. People we support were involved in their staff recruitment via second stage interview process. Service Managers visit people we support at least weekly, where they spend time chatting about their life and the support they receive. We held several events inviting all those we support to attend, facilitating a relaxed atmosphere to gain invaluable feedback. We consulted with individuals and used their feedback to improve our current Service Delivery documentation. The document we now use is a Personal Plan entitled 'All about Me' and includes changes requested by them.

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	Yes
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>Individual Support plans are completed with the individual about important aspects of their support e.g., personal care, routines and are reviewed at least every 3 months. Prior to supporting in individual's, meetings are held with them and/or those that know them well to find out 'what matters' to them and to start to get to know them and them us. Time and consideration is given to check compatibility between potential new housemates in regards to support, prior to providing support. Weekly schedules are completed with Individuals, to ensure that they receive the right support at the right time. Flexibility of staff rota's enables individuals to plan their time as they wish. Individual 'All about Me' Personal Plans include an introduction to the person, what's important to/for the Individual, essential information about the Individual, goals/outcomes set with the Individual about all aspects of their life. At least weekly, visits to houses by Service Managers/Assistant Managers, Board of Trustees, Responsible Individual, Head of Operations, and Quality Assurance and Compliance manager carry out quality visits to houses. Feedback from these visits is recorded. House meetings are held within the houses with Individuals and managers. Quality Satisfaction Questionnaires with visual prompts, sent to all Individuals we support annually. Individuals complete independently where they can or with support. People we support are involved in our recruitment and selection processes, which enables them to choose who will be supporting them via a 2nd stage interview process. They are also involved in the recruitment process for other vacancies within the organisation when they may come into contact with them as part of their support. Cartref Ni holds regular social events and gatherings throughout the year, hosting Coffee mornings, Summer Event, Summer Garden Competition and Christmas Party. Some quotes from people we support include "Always ask what I want to do", "always make sure I go to see Mum and Dad", "always make sure my clothes match", "I like the way staff treat me and can have a laugh with staff and I know I can talk to staff, they will listen and help me".</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>Individual Support Plans are completed with Individuals and detail how Individuals would like their daily support to be offered with all aspects of daily living. 'All About Me' Personal Plans completed with Individuals, set goals/outcomes, things that the Individual would like to achieve, improve on, skills they wish to gain, qualifications they wish to work towards or a holiday they wish to take. Cartref Ni builds and maintains positive relationships with external health and wellbeing professionals, Social Workers, Nurses, GP's, and other medical personnel. Individuals are supported when attending health appointments if appropriate. Individuals are encouraged to take positive risks, helping people grow and develop and we take account of whether the Individuals we support have the capacity to make decisions about taking risks. Best Interests meeting would be held should there be any concerns with regards to an Individual's Mental Capacity in respect of making decisions. Our Learning and Development programme includes, Diabetes training, Medication training, Mental Health training, Nutrition training, Moving, and Positioning training, First Aid training and areas such as Person-centred support training, Safeguarding training and Active support training. We ensure we have a plentiful supply of the necessary PPE (Personal Protective Equipment) and that staff and the people we support practise robust hand hygiene and cleaning procedures are in place at all times. Staff and those we support are encouraged to take up advised vaccinations such as COVID-19 and influenza. Individuals are helped to understand and prepare for medical procedures, with supporting information in easy read format such as, 'Going into hospital' and 'MRI scan'. Staff support and guide Individuals to self-advocate in all areas of their lives. Some Individuals attend external 'Advocacy' groups and we access Advocacy services when required. Individuals are supported to attend annual health checks with their GP practice. Individuals Medication administration records are completed electronically through an electronic care management system EMAR (Electronic Medication Administration Record). Quotes from people we support include "I choose what I would like to eat with help from staff to eat healthily", "Staff help me with healthy options, I still enjoy a beer though!" and "We do a weekly menu plan with housemates".</p>

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

In order for people to feel safe and protected, Cartref Ni have various policies, procedures and practices in place that ensure that all Individuals feel safe and protected from abuse, at all times. These include, a safeguarding policy, whistleblowing policy, medication policy, missing persons procedure, reporting of incidents and accidents procedures and health and safety policy. All staff must comply with yearly enhanced DBS (Disclosure and Barring Service) checks which ensure that those employed are safe to work within Health and Social Care. All applicants and potential new staff take part in a robust recruitment process. Within their induction programme new staff complete a set of 'shadow shifts' with the person/people they will be supporting before starting to support independently. Within our Employee Induction programme, staff receive health and safety training. Positive Health and Safety practice runs as a thread through all our training courses, such as First Aid, Moving and Handling, and Medication as an example. Staff must complete Safeguarding refresher training every three years. We have a legal, and we believe moral requirement, to report and record occasions of accidents, incidents and near misses. All accidents, incidents and near misses are reviewed regularly and share lessons learnt or determine themes. At least weekly, manager visits to see individuals ensures all managers know Individuals well and are trusted to share concerns with. Staff are recruited specifically for the individual requiring support, staff members work within a team and therefore get to know the individuals well, and able to pick up subtle changes in mood/behaviour. Both generic and Individual/activity specific risk assessments are completed for Individuals as required, as are PEEP's (Personal Emergency Evacuation Plan). Health and Safety is a standing agenda item within Management and staff team meetings. Health and Safety and Safeguarding are also discussed within Manager/Staff member supervisions. We record Medication administration electronically, and any issues are alerted to the appropriate Manager. Quotes from People we support include, "Staff always make sure doors are locked before they go", "Yes, I do feel safe here" and "Yes, safe".

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)	141
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	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	0
Health & Safety	2
Equality, Diversity & Human Rights	1
Manual Handling	3
Safeguarding	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Medicine Management 7 First Aid 2 Fire Safety 2 Infection Control 1 Personal Safety 5 Rec & Data 2 MCA/DoLs 7 Oral Health 2 Health & Wellbeing workplace 6 Epilepsy Buccal 4 Autism 3 Diabetes 3 Dysphagia Team Training 3 Falls 2 BILD Menopause and Learning disabilities 1 Challenging behaviour.org.uk Website learning 1 Doing it for attention:Non physical Reactive strategies 2004 1 End of life people with dementia 1 I think my employee is under the influence 1 Menopause - support for managers 1 hr session 1 Mental Health Awareness 1 NW COP Active support and PBS 2 PBS community of practice Conwy 1 PCP Network gathering Wrexham 1 Positive behaviour support - External trainer 1 Pressure ulcer prevention, management and ulcer grading 2 Winter respiratory virus update 1</p>

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 fixed 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 Service Manager	8
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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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	4
No. of posts vacant	1
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	0
Manual Handling	2
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine Management 4 First Aid 1 Personal Safety 1 Risk 1 MCA/DoLs 4 Oral Health 1 Health & Wellbeing workplace 1 Epilepsy Buccal 3 Autism 1 Active support 1 Diabetes 2 Dysphagia Team Training 2 Falls 1 End of life people with dementia 1 Positive behaviour support - External trainer 1 Winter respiratory virus update 1
Contractual Arrangements	
No. of permanent staff	4
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)	2
No. of part-time staff (17-34 hours per week)	2
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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?	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	133
No. of posts vacant	11
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	21
Health & Safety	47
Equality, Diversity & Human Rights	48
Manual Handling	67
Safeguarding	35
Dementia	0
Positive Behaviour Management	0
Food Hygiene	46

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medicine Management 129 Conflict Resolution 10 First Aid 60 Fire Safety 54 Infection Control 49 Infection Control Office 0 Personal Safety 53 Rec & Data 52 Code of Prac 17 Communication 12 LD Awareness 17 Risk 16 MCA/DoLs 64 Oral Health 79 Pers Cent Prac 30 Health & Wellbeing workplace 32 Epilepsy Buccal 46 Autism 18 continence 19 Mental Health 13 Nutrition 19 Pressure area care 15 Diabetes 29 Dysphagia Team Training 81 Falls 15 DEALING WITH DRINK: Adults and Alcohol Depend ency 2 Dementia Interpreters training 3 hrs 2 Digital Health and Wellbing -apps and digital tools 1 Mental Health Awareness 2 Personal Care 1 Positive behaviour support - External trainer 6 Substance misuse and mental health dual diagnosi s 2 Winter respiratory virus update 60
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	133
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	0
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	47
No. of part-time staff (17-34 hours per week)	78
No. of part-time staff (16 hours or under per week)	8
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	104
No. of staff working towards the required/recommended qualification	28
<div style="background-color: #e0e0e0; padding: 2px;">Other types of staff</div>	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Chief Executive (1) Head of Finance and Business Administration (1) Deputy Head of Finance and Business Administration (1) Quality Assurance Manager (1) Learning and Development Manager (1) Assistant Accountant (1) Office Co-ordinator (1) Administrator (2)

Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Conflict Resolution 1 First Aid 2 Rec & Data 1 LD Awareness 3 MCA/DoLs 1 Health & Wellbeing workplace 5 Autism 4 Positive Behaviour e learning 1
Contractual Arrangements	
No. of permanent staff	9
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)	7
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0