

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:	Accomplish Group Care Limited	
The provider was registered on:	23/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Newydd	
	Service Type	Care Home Service
	Type of Care	Adults Without Nursing
	Approval Date	23/11/2018
	Responsible Individual(s)	Shane Pocock
	Manager(s)	
	Maximum number of places	6
	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	<ul style="list-style-type: none"> - The organisation have a mandatory training platform which all staff are required to complete (Courses - AWIF Workbook, COSHH, Data Protection, Equality and Diversity, Fire Safety, First Aid e Learning, Fluid and Nutrition, Food Safety L2, Health and Safety, Infection Control, MCA and DoLs, Medication Awareness, Moving and Handling, Safeguarding Level 2, Record writing). - The service then develop a service specific training needs assessment for additional courses required
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> - The recruitment of staff is completed at service level but oversight and governance is in place centrally. The service will complete interviews and gather the required information to ensure SCW and fitness of staff. This is then signed off by the responsible individual and the recruitment & Compliance team. - Turnover is monitored monthly by the Responsible Individual and central team, and the service complete a semi annual review of quality which reviews leavers information.

Service Profile

Service Details

Name of Service	Ty Newydd
Telephone Number	01633892519
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh - The service make every attempt to promote the Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum weekly fee payable during the last financial year?	1600
The maximum weekly fee payable during the last financial year?	2600

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	2
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?	<p>People we support meetings take place monthly at the service, these are chaired by a member of the management team. Each person also has a key worker assigned to them, whereby they meet the key worker monthly and review their care and any outcomes they have achieved or set.</p> <p>Each time the Responsible Individual visits the service, all people living at the service are offered a meeting to discuss any feedback they may have around the service.</p> <p>Semi annual quality of care reviews take place, whereby the organisation welcome feedback to feed into the report.</p> <p>All people living at the service are made aware of the organisation's process and policies around the complaints procedure during meetings and when moving into the service, should they feel the need to do so. If a staff member feels that a person is unhappy about something, they will also encourage the person to follow the complaints procedure and support them do so, if required.</p>

Service Environment

How many bedrooms at the service are single rooms?	6
How many bedrooms at the service are shared rooms?	0
How many of the bedrooms have en-suite facilities?	5
How many bathrooms have assisted bathing facilities?	1
How many communal lounges at the service?	2
How many dining rooms at the service?	1
Provide details of any outside space to which the residents have access	Rear of the garden has seating facilities and space for recreational activities. Front of the service has a large driveway and seating can be provided at request.
Provide details of any other facilities to which the residents have access	Two vehicles (one is wheel chair accessible)

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.

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.

Any person identified who can take advantage of our services are provided with our service user guide, this will allow them to make an informed decision as to whether it is the right service for them.

In our services we promote doing with the person, rather than the model of doing for, this will improve the persons independence and ultimately give them a sense of self-worth, control, and structure around their life. Our aim is always to do the best for the person and encourage them to have a voice, our keyworker meetings are key to this process.

All efforts are made by our employees to identify opportunities in the local community for the people we support. We feel it is imperative that the person takes an active role in this process because we acknowledge it is their desired outcome that we are working together to achieve.

Our most recent semi-annual survey responses are listed below;

Do staff listen to your views and respect your rights? Please explain

1. Yes
2. Yes, but difficult (difficult for the person we support to communicate)
3. Yes, they are kind

<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>Our aim is to promote health and well-being by ensuring people are encouraged to schedule and attend regular health reviews, whilst also providing provision of nutritious, varied, balanced and attractively presented meals in the service. All people we support are assessed around their ability to cook and prepare their own meals, and adaptations are made for them to participate in the process on an assessment of needs and capability basis, this is regularly reviewed to encourage development of independence.</p> <p>We understand the importance of people developing their skills to be able to live independently, this is why we ensure a capability assessment around self-medication is required for all people we support, dependant on the outcome of the assessment is the baseline of where our service will start independently promoting this process.</p> <p>Our organisation recognise the need for people to have access to courses, as part of personal development and a stepping stone to some peoples outcomes, this is why we encourage people we support to have access to the internal online training software that our employees utilise, this can be adapted dependant on the persons deserved outcomes.</p> <p>Each service recognise the importance of people participating in daily life outside of our services, where possible we provide a vehicle for appointments and activities, where this cannot be achieved people are supported to plan and access transport links locally.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel you have a good quality of life? Please explain</p> <ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes, better than when I was living at home <p>Are you receiving "just enough support" (e.g. the amount of support is right for you and staff are not doing too much for you or too little)</p> <ol style="list-style-type: none"> 1. Yes 2. Sometimes not enough support, having to shout for attention 3. Yes
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At accomplish, the Safeguarding & Participation Director is the strategic and accountable lead for safeguarding at a senior level within the organization. Our policy applies to anyone working on behalf of the organisation and any person supported by the organisation. It is based on our belief that every person has the right to a life free from abuse and neglect. Our primary aim is to place the health and welfare of people who use our services as paramount and deliver positive outcomes. We aim to develop a positive and open service culture which is based upon empowerment and safe human resource procedures, and which is intolerant of abuse and neglect in any form. Accomplish firmly believes that a whole organisational approach is required to safeguard and promote the welfare of young people and adults at risk using Accomplish services. Accomplish very much emphasises that safeguarding is everyone's business, whether they provide direct care or not and irrespective of seniority. This will require safeguarding governance and practices to be embedded across all divisions and services provided by the organisation, and in every aspect of the organisations work.</p> <p>Our most recent semi-annual survey responses are listed below;</p> <p>Do you feel safe in your home, if not why not?</p> <ol style="list-style-type: none"> 1. Yes 2. Yes, I can go to my room. 3. Yes <p>Do staff treat you with compassion, kindness, dignity & respect? Please explain</p> <ol style="list-style-type: none"> 1. Yes 2. Yes 3. Yes, always <p>Are the Staff and management approachable, friendly and open? Please explain</p> <ol style="list-style-type: none"> 1. Yes 2. Yes – some, not all of them 3. Yes

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

We believe that our services should provide a clean, tidy, hygienic, and homely environment to ensure people have the baseline to thrive on their care pathways. It is imperative that the people we support are included in the decoration and running of the service that is provided. On moving into the service, we promote people to decorate their bedrooms in a way in which they feel like they are at home, this includes choosing colours of walls, décor, and internal furniture.

Desired outcomes are assessed at the initial moving in phase, reviewed monthly with the person's key worker and three monthly with the service manager. The person is supported to gain input and advice from stakeholders in their care, this can be done on a formal or informal basis, dependant of the person's wishes.

Our most recent semi-annual survey responses are listed below;

Is your home homely, clean, hygienic and well maintained? Please explain

1. Yes
2. Yes – especially my bedroom
3. Yes

Do you feel that you receive a high quality service?

1. Yes
2. No
3. Yes

Positive stories/achievements from people we support

- We now have a car at Ty Newydd, as well as the van and this enables staff to take people out more often.
- A person we support moved back home but it did not work out. Since returning to Ty Newydd he says he feels mentally and physically stronger thanks to staff support.
- Staff supported someone through his end-of-life process and received wonderful feedback from his care team and family.
- We are in the process of furnishing a second lounge/dining room and this will provide a quiet space for people we support who want to get away from the hustle and bustle of daily life in Ty Newydd.

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)	1
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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	0
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	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 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
<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	1
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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	1
Medicine management	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes, self harm, huntingtins disease, ABI, Active Support, Buccal midazolam, Dysphagia, EFAW, Epilepsy, GAS Goals, Intro to Mental Health, Learning disabilities, Personality Disorder, Positive Culture, Sexual Relationships in LD and Understanding the perspective of People We Support
<p>Contractual Arrangements</p>	
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
<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)	1
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Nursing care staff</p>	
Does your service structure include roles of this type?	No
<p>Registered nurses</p>	

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?	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	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
Infection, prevention & control	3
Manual Handling	3
Safeguarding	3
Medicine management	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes, self harm, huntingtins disease, ABI, Active Support, Buccal midazolam, Dysphagia, EFAW, Epilepsy, GAS Goals, Intro to Mental Health, Learning disabilities, Personality Disorder, Positive Culture, Sexual Relationships in LD and Understanding the perspective of People We Support
<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>Typical shift patterns in operation for employed staff</p>	
Set out the typical shift patterns of staff employed at the service in this role type. You should also include the average number of staff working in each shift.	Two Senior Support Workers are employed for days and one person is employed for nights. The shifts are 11.5hours long and consist of days and nights. (Days 08:00 - 20:30/ Nights 20:00 - 08:30)

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	2
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	13
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	4
Health & Safety	13
Equality, Diversity & Human Rights	13
Infection, prevention & control	13
Manual Handling	13
Safeguarding	13
Medicine management	13
Dementia	0
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diabetes, self harm, huntingtins disease, ABI, Active Support, Buccal midazolam, Dysphagia, EFAW, Epilepsy, GAS Goals, Intro to Mental Health, Learning disabilities, Personality Disorder, Positive Culture, Sexual Relationships in LD and Understanding the perspective of People We Support
Contractual Arrangements	
No. of permanent staff	12
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	1
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)	11
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Typical shift patterns in operation for employed staff

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

Nights - 20:00 - 08:30
Days - 08:00 - 20:30
1 hours breaks

Staff Qualifications

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

13

No. of staff working towards the required/recommended qualification

2

Domestic staff

Does your service structure include roles of this type?

No

Catering staff

Does your service structure include roles of this type?

No

Other types of staff

Does your service structure include any additional role types other than those already listed?

No