

# 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:	Bevris Support Ltd	
The provider was registered on:	16/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bevris Support Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/01/2019
	Responsible Individual(s)	Stewart White
	Manager(s)	Beverley Wall
	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	We have in place a rigorous system that records, reminds and audits all training required for each individual within the company. The system informs us well in advance when training is required and this is then completed by the individual. Training needs identified in supervisions or meetings are also added to the system and each and every individual is given the opportunity to develop in their role and join a career development pathway.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our person centred recruitment approach ensures that the people we hire are suitable for not only the company, but the people they will be supporting. Where possible, we include the service users in the recruitment process and allow them to be part of the hiring. Using our company values, we have created a positive culture where people enjoy working which helps with the retention of employees.

## Service Profile

### Service Details

Name of Service	Bevris Support Ltd
Telephone Number	01978851576
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?	39
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.47
The maximum hourly rate payable during the last financial year?	25.39

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?	We provide several different engagement opportunities ranging from a monthly bulletin that is sent out to all service users, families, professionals and employees. Service Quality Checks, Service Visits, Supervisions plus we are active on social media platforms such as facebook, instagram, linkedin and twitter. We also hold events throughout the year such as Summer Socials, Xmas events etc.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
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>People feel that they are able to express their views to us and feel comfortable in raising any issues that arise. They feel managers are accessible, listen and action any concerns. We carry out regular surveys for all stakeholders giving them the chance to provide feedback. People feel that they are able to have a direct input into the care and support that we provide and feel able to speak up if they want to make changes to any part of the service. Support plans are changed when people feel they would like something different and everybody works together to achieve the best outcomes for people. Setting quality standards within the company ensures that we have a framework to work by, monitor and also audit outcomes. Providing person centred support begins with direct input from people at the recruitment stage where possible, family members and any other stakeholders are also welcome to attend the process and have input into the people employed to provide the support. Regular review meetings ensure that the plans are kept up to date and suitable for the individual. Managers include where possible, any stakeholders in the process.</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>People feel happy in the services and are well supported to maintain health, development and well being. Staff ensure that people are given choices on how they want to live and the activities that help them develop. Activity planners are put in place and service users have an input in these where possible to ensure they have choices at all times. Families and professionals are also welcome to have an input into the activities and choices that will have an impact on the health and well being of the service users. Regular checks are done to check the health and well being of the individuals and any concerns raised. From the feedback we have received, individuals are happy with the input from others, they feel comfortable discussing health and well-being issues with members of their teams. The feedback also stated that they feel satisfied that they are given choices and enjoy the activities that are put in place.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People feel safe and protected at all times in the services and believe that they are able to raise any concerns if they were to feel unsafe. Risk assessments are put in place for every element of a persons support and on going monitoring is carried out to ensure the risk assessments are fit for purpose. From the feedback we received, people expressed that they feel confident that the care and support provided is safe and they feel they are able to speak to managers to raise any issues. They also believe that the information put in place for new starters is understandable and ensures continuity of care that the individual is kept safe and protected.</p>

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

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>21</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

#### 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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	2
Food Hygiene	2
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	1
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)	1
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
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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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	3
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)	3
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?	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	3
<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	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	3
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)	3
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
Other 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>	
Filled and vacant posts	
No. of staff in post	45
No. of posts vacant	3

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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Manual Handling	18
Safeguarding	18
Dementia	0
Positive Behaviour Management	7
Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### Contractual Arrangements

No. of permanent staff	24
No. of Fixed term contracted staff	24
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	21

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)	21
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	24

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	45
No. of staff working towards the required/recommended qualification	3

#### Other types of staff

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