

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:	Just ONE Health and Social Care Limited	
The provider was registered on:	12/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Just ONE Recruitment and training Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/04/2019
	Responsible Individual(s)	Jennifer Millington
	Manager(s)	Shaun Randall, Jennifer Millington
	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 identify training needs following our sign up meeting of a service/individual using our Individual Support assessment (ISA) document. This then forms part of our yearly plan. We review this during our Continuous improvement meeting and Managers meetings. We utilise Flexibee E/learning with over 200 courses available for all staff. We utilise Educate training provider to deliver class room training, supported by local authority training courses. All staff complete Level 2 qualifications.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We hold fortnightly meetings with our recruitment team to identify need. We utilise multiple streams for recruitment: Social media, Website, Job search portals, refer a friend, LA promotions, headhunting firms. Retention: We pay real living wage, incentives for QCF's, Employee of the month, employee assist program, Blue light card, Pay for DBS renewals, cross working across services.

Service Profile

Service Details

Name of Service	Just ONE Recruitment and training Limited
Telephone Number	01352700300
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.60
The maximum hourly rate payable during the last financial year?	18.00

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
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?	RI visits to all services/individual's Social media Social events Manager visits Reviews Recruitment events and interviews Use of management suite to relate information quickly Feedback meetings Questionnaires/surveyors

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)	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>What Just ONE has evidenced well. Offering opportunities, achieving outcomes and listening carefully and conscientiously is highlighted. The report identifies We deliver on Individuals requests effectively and in a timely manner.</p> <p>We ensure Individuals needs are met, the service delivered is reactive and deliberate with clear planning and organisation in place plus room for flexibility. This allows Individuals to,</p> <ul style="list-style-type: none"> • Holiday • Work • Education • Build personal relationships <p>Overcoming barriers and employing a solution focussed approach is evident.</p> <p>We effectively evidence Individuals are provided with opportunities and are supported to achieve outcomes. In care plans and assessments Individuals ability to have a voice and make choice is clearly documented. We do not clearly evidence how we 'hear' a person's voice or support is offered to Individuals to make a choice in recording paperwork such as key worker meetings, reviews, and daily notes. Its clear Individuals supported by us have a voice and are making their own choices from reviewing the outcomes achieved.</p> <p>Areas we need to improve. Evidencing how the Individual is heard and how they have made their own choice is lacking. The documentation we provide staff as a template to capture information does not enable staff to relay how voice is heard and how choice is made.</p> <p>There is a clear gap between training delivered and its ability to educate staff around the importance of evidencing. Training focuses heavily on outcomes, opportunities, and solutions. However, it fails to support staff and underpin their skill base with how to capture Individuals voice and choice. We will update the key worker meeting template form, the reviewing document and deliver more specific training on how to capture an Individuals voice and choice with daily notes. In our outcome and planning document, sections on how the Individual has been heard and what choices the Individual has made will be inserted.</p> <p>To effectively measure progress of above improvements, we will hold monthly key worker meetings reviewing the documentation completed. Following the training, when monitoring daily notes, we will specifically seek the evidence for voice and choice.</p> <p>Actions put in place to improve evidencing Individuals are provided with the opportunity to be heard and make choices are relatively simplistic to implement. RI visits and communication with all parties will also heavily focus on the evidence on voice and choice.</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>Individuals we support are happy and communicate they feel supported to maintain their ongoing health, development, and overall wellbeing. We have clear evidence of outcomes achieved, underpinned by proof of feedback from the Individuals. However, we lack evidence on the steps taken to achieve these outcomes. Within our documentation we evidence on how we support Individuals to maintain their ongoing health, development and well-being within our assessments and support plans. Nevertheless, recording paperwork does not reflect the support provided.</p> <p>Recording of the steps taken and support provided to achieve and maintain their ongoing, health, development and overall well-being needs to be improved. Evidencing how we support the Individual to maintain their ongoing health, development and overall wellbeing is lacking. The documentation we provide staff as a template to capture information does not enable staff to relay how we maintain health, development and overall well-being.</p> <p>There is a clear gap between training delivered and its ability to educate staff around the importance of evidencing.</p> <p>We currently do not provide staff with substantial training on maintaining health, development and overall well-being. This topic is briefly covered in our Outcome Focussed training. The lack of evidence within the recording paperwork highlights our approach fails to support staff sufficiently. It does not provide them with the knowledge to realise they are already delivering this type of support.</p> <p>The specific action we will take to make improvements will involve either creating a health, development and well-being training course or reviewing our existing training to include the above. This training will cover how to correctly evidence support delivered by staff. Following the improved training delivered the RI will monitor daily notes specifically seeking evidence of this support style being documented. The RI will work closely with the RM to support staff to ensure standards have improved.</p>

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

We are proud our Individuals feel safe and protected from abuse and neglect when supported by Just ONE staff. During RI visits we can demonstrate detailed evidence of Individuals feeling comfortable communicating about good and bad experiences of their support. Because of excellent training, staff have both knowledge and skills in reporting any concerns in a timely manner. As part of completing this report we have evaluated all recording documentation relating to protection from abuse and neglect. We do this well. During supervisions it is evident open communication takes place around our safeguarding and whistle blowing policy.

During this 12-month period we needed to use a higher-than-normal agency staffing ratio. On evaluating the safeguarding and incidents received ???% relates directly to agency staff. During RI visits, Individuals openly communicate they do not feel as well protected when agency staff are on shift. When using agency staff regularly we want to place them on our Just ONE training and complete their supervisions.

Going forward, we will develop and improve our recruitment of new staff. We will extend our geographical reach for sourcing new staff and make the radius larger. The length of time taken to follow our safer recruitment process is long and we lose staff who are fed up waiting. We will look to see if this can be streamlined. Furthermore, we will delve deeper and put plans in place to improve our safer recruitment, interviewing and compliance element of Just ONE. Our retention of staff is above average. However, staff have left to join other job market streams (supermarkets, local businesses). We will work closer with CIW and LA's to ensure the care sector is more appealing to potential candidates.

We will measure our change in recruitment and compliance by analysing our weekly recruitment statistics. Co-operative working with agencies will be measured by reviewing safeguarding instances quarterly during our continuous improvement meetings. We will specifically look at trends involving agency staff.

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)	48
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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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	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.	One Touch - Just ONE's Management suite Person centred care planning Risk Assessment training Just ONE paperwork training Value Based Recruitment training Supervision training COVID and infection prevention Infection control Medication Awareness Management of medication Autism awareness Understanding learning disabilities Safeguarding Adults and Safeguarding children Fire safety

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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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	2
No. of posts vacant	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	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.

One Touch - Just ONE's Management suite
 Person centred care planning
 Risk Assessment training
 Just ONE paperwork training
 Value Based Recruitment training
 Supervision training
 Enablement training - how to deliver
 Enablement training - how to record and communicate
 Just ONE vision training - What Just ONE expects and self reflection of staff
 Autism awareness
 Communicating with sensory needs
 COVID and infection prevention
 Infection control
 Medication Awareness
 Management of medication

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)	1
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 social care worker	2
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
<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	10
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	3
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	2
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>One Touch - Just ONE's Management suite Person centred care planning Risk Assessment training Just ONE paperwork training Supervision training Enablement training - how to deliver Enablement training - how to record and communicate Just ONE vision training - What Just ONE expects and self reflection of staff Autism awareness Communicating with sensory needs COVID and infection prevention Infection control Medication Awareness Management of medication Fire safety</p>
<p>Contractual Arrangements</p>	
No. of permanent staff	10
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)	9
No. of part-time staff (17-34 hours per week)	1
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 social care worker	6
No. of staff working towards the required/recommended qualification	4
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	36
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	7
Health & Safety	36
Equality, Diversity & Human Rights	36
Manual Handling	36
Safeguarding	36
Dementia	7
Positive Behaviour Management	26
Food Hygiene	36
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>One Touch - Just ONE's Management suite Person centred care planning Just ONE paperwork training Enablement training - how to deliver Enablement training - how to record and communicate Just ONE vision training - What Just ONE expects and self reflection of staff Autism awareness Communicating with sensory needs COVID and infection prevention Infection control Medication Awareness Management of medication Fire safety</p>
Contractual Arrangements	
No. of permanent staff	31
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
<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)	28
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	12
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No