

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:	Keys Active 8 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:	Active 8	
	Service Type	Care Home Service
	Type of Care	Childrens Home
	Approval Date	12/04/2019
	Responsible Individual(s)	Agata Dokszevicz
	Manager(s)	Mark Prest
	Maximum number of places	5
	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	The service created a robust training matrix which identifies when staff are required to undertake/ update training requirements, courses are then identified by Active8 Management through the KEY S course booking system and the training department will allocate courses within timescales. During the reporting period KEYS have identified a Trauma Attachment based model which all staff have/ are attending, KEYS Group will adopt this model throughout the services to ensure a consistent approach.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	KEYS Group have developed the recruitment team substantially, this team will organise Job Fairs, advertisement, recruitment drives etc to assist Managers in identifying shortfalls within the staff team. Active8 attend weekly video call meetings with the recruitment team to discuss candidates progress within the onboarding process, routine telephone calls to references are undertaken by Active8 Admin as a precautionary/ safety measure.

Service Profile

Service Details

Name of Service	Active 8
Telephone Number	01248812902
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	Active8 is based in North Wales and a percentage of the staff team can converse with both the Welsh and English language. Written information relating to the home is available in both Welsh and English languages.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
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Fees Charged

The minimum weekly fee payable during the last financial year?	5950.00
The maximum weekly fee payable during the last financial year?	10500.00

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?	<p>Upon admission each young person are informed of the Active8 complaints procedure, staff explain the role of the Advocacy and how a young person can access this service. Contained within the Active8 welcome booklet are contact details of services they can access, should they require to use the services; TGP Cymru, Care Inspectorate for Wales, Childline, NSPCC, Children's Commissioner for Wales and National Children's Bureau along with their Local authority complaints leaflet.</p> <p>Throughout placements each young person is consulted in regards to the placement, their overview is regularly discussed through key working sessions and any issues, complaints, improvements are relayed to the Management Team for consideration. Each young person as a minimum has face to face contact with the Management Team twice weekly however should they require additional communication this can be facilitated.</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?	0
How many bathrooms have assisted bathing facilities?	0
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	<p>Active8 is located within 15 acres of land, there are large gardens / fields to the rear of the property and a large play area/ parking facility to the front of the property. The property also comprises of numerous outbuildings which are mainly used for the storage of outdoor equipment; Canoes, kayaks, stand up paddle boards, mountain bikes, climbing and camping equipment etc. Also available at the site is a well furnished meeting/ private area young people can access should they require, which is situated away from the main dwelling.</p>
Provide details of any other facilities to which the residents have access	<p>Active8 uses outdoor activities as a medium to engage young people, assisting young people to develop, improve self-esteem and confidence whilst also forming trusting relationships with staff.</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.

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.

All young people receive undivided attention from two staff members supporting them and are consulted on a daily basis. This is evidence in weekly diaries. Regular key worker sessions focus on areas of current needs for the young people. Weekly activity planners and the menus are in place with both young people being asked for their input. The young people are also offered the opportunity to reflect/ debrief following any incident or event so they can be supported with their thoughts, wishes and feelings.

We also have surveys that we can use to electronically collect the feedback from the young people and there are questionnaires in the home also to support this.

An advocate visits the home as and when required, we also have our Monthly Monitoring Visitor and Responsible individual who provide additional opportunities to raise any concerns they may have.

All young people receive information about complaint process during admission, copies of the complaint form are available in each location young people reside at.

All young people have LAC reviews, PEPs and social worker who visit in line with timescales. The social workers visit regularly and make the time to discuss the young people's views and wishes with them to ensure that they are recognised and recorded.

All young people are encouraged to attend and are supported in preparing their thoughts, views and wishes prior to the meeting.

Although we provide young people with short term placements, staff makes all the efforts to assure they build close, positive and trusting relationships with children. This enables young people to feel comfortable to raise concerns and share their thoughts openly.

We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 27(1) of the 2016 Act.

<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>Young people's personal plans document all their care needs, likes and dislikes as well as their wishes. As part of our therapeutic programme Keys connect has been introduced as a revised therapeutic model, based upon our learning and experience of delivering therapeutic care and updated knowledge of trauma informed practice.</p> <p>Medical appointments are made by the team and all check-ups within timescales. The young people have plenty of opportunities and are encouraged to take part in adventurous activities, exercise and eat a balanced healthy diet. Education is an important part of the home and it's delivered through AQA's, Prince's Trust and experiential learning.</p> <p>Dependent on circumstances, we are able to liaise with young people's social workers and organise and facilitate contacts for the young people to promote and support their social development. The home is also proactive in maintaining relationships with important people in the young people's lives, to support the young people in this area.</p> <p>The home uses incentive programmes to encourage positive behaviour, as well as recognising and celebrating any success. The home also promotes our companies' EPIC values, which are as follows:</p> <p>Excellence – Accountable and intent to achieve the best in all that we do. Challenging ourselves to the highest standard of learning, development and performance.</p> <p>Passion – Committed and ambitious in heart and mind. Delivering the best outcomes for the people we support.</p> <p>Integrity – Working honestly and transparently. Sharing our results and learnings.</p> <p>Caring – Showing compassion and empathy. Placing the people, we support at the centre of all we do and taking their feelings and wishes into account.</p> <p>We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 27(1) of the 2016 Act.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Arrangements are in place are the usual legislative requirements i.e. door alarms, log books and visitors book. All staff are thoroughly vetted, using Safer Recruitment, before being permitted to work with the young people, DBS checks and following the receipt of 3 references.</p> <p>All staff are familiar with the young people's personal plans and risk assessments, as well as the home's policies and procedures. Due to the level of the knowledge that the team have about the young people they are able to detect, identify and address the individual protection needs and also the young person's personal level of risk.</p> <p>The team also attend mandatory 'Safeguarding for Practitioners' training as well as the completion of other relevant training opportunities.</p> <p>The young people are made aware of the complaints procedure via their Young person's guide and offered many opportunities to share any concerns, as described above. An advocacy service is provided for the young people, they have the opportunity to speak to the advocate face to face or have their contact details should they wish to contact them, both Young people also have their social workers contact number, if they feel they need to talk to them.</p> <p>Staff will offer complaints forms following incidents and these are then passed to the home manager who will then follow our complaints policy and procedures.</p> <p>Manager and Deputy Managers complete unannounced visits to the accommodations to provide opportunity to discuss any concerns staff and children may have.</p> <p>Staff respond promptly and efficiently to any concerns they have regarding safeguarding and there is also an on call manager's rota for out of hours advice. Staff are given bi-monthly supervision and are all aware of the whistleblowing procedures in place. Monthly Monitoring visits ensure that all concerns or incidents are recorded and followed up correctly.</p> <p>The home encourages the young people to support and create a culture of fairness and inclusion, which is supported with the team accessing training, to ensure that the young people have opportunities to fulfil their full potential.</p> <p>We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 27(1) of the 2016 Act.</p>

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

The home has a comforting and warm environment, with good standards of hygiene encouraged, with the young people being encouraged to do so also. The home is furnished with high quality furnishings and well stocked food cupboards so the young people feel cared and encourages them to feel as if this is home and are able to access items when they want. Holiday accommodations are also inspected by managers to assure high quality of standards.

Main home and all holiday accommodations are placed in attractive locations, with many tourism attractions and with access to the sites providing adventurous activities. All young people have assigned vehicles to enable travel between locations as many of the accommodations are placed in rural areas without access to public transport.

Asking the young people what they enjoy is vital when enabling them to pursue things in life that make them happy. Service protects young people's privacy, dignity and confidentiality.

The home continued implementing improvements to the environment assuring homely and welcoming shared space environment, and well-equipped bedrooms.

We encourage and support the young people to overcome difficulties, achieve and feel good about themselves through engagement in outdoor activities. Young people learn how to overcome obstacles, build confidence and achieve outcomes they would not have opportunity to achieve elsewhere.

Last CIW inspection highlighted many positives and home grew it's offer since then further.

We were inspected by Care Inspectorate Wales during the reporting period. The inspection identified we were fully compliant with all regulations under section 27(1) of the 2016 Act.

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)

31

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Infection, prevention & control	1
Manual Handling	1
Safeguarding	0
Medicine management	1
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>KEYS Group have introduced a Connect Therapeutic model; This is a model of Therapeutic practice developed from research and understanding of how adverse experience can impact upon young people that we care for and support.</p> <p>Active8 Management attend twice yearly Regulation and Inspection of Social Care Act (RISCA) updates with other Welsh home Managers within the company, these meetings enable the Managers to keep up-to-date with legislation and share good practices.</p> <p>An Out Of County Protocol Group has been devised through the Gwynedd and Anglesey Youth Justice team, twice yearly meetings enables all agencies within the area to share information, best practices and further develop strategies to improve procedures, the group comprises of; Youth Justice team, Education, Health, Police and all residential homes within the allocated area.</p>
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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>	
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	0
Equality, Diversity & Human Rights	0
Infection, prevention & control	2
Manual Handling	0
Safeguarding	2
Medicine management	1
Dementia	0
Positive Behaviour Management	2
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.

KEYS Group have introduced a Connect Therapeutic model; This is a model of Therapeutic practice developed from research and understanding of how adverse experience can impact upon young people that we care for and support.

Active8 Management attend twice yearly Regulation and Inspection of Social Care Act (RISCA) updates with other Welsh home Managers within the company, these meetings enable the Managers to keep up-to-date with legislation and share good practices.

An Out Of County Protocol Group has been devised through the Gwynedd and Anglesey Youth Justice team, twice yearly meetings enables all agencies within the area to share information, best practices and further develop strategies to improve procedures, the group comprises of; Youth Justice team, Education, Health, Police and all residential homes within the allocated area.

Active8 undertake refresher mandatory training courses as per company policy; annually, two or three yearly.

Alongside mandatory training staff have attended the KEYS Connect Therapeutic model; This is a model of Therapeutic practice developed from research and understanding of how adverse experience can impact upon young people that we care for and support. KEYS have a team of Specialist Support Advisors that support Active8 closely with guidance, advice and training, the team consist of; Behaviour Support Advisor, National Specialist Advisor, Substance Misuse Specialist Advisor and Sexually Harmful Behaviour Specialist. Active8 Management identified following analysis of young person referrals a trend/ pattern of young people with emerging needs, these include; Gang related incidents, Substance misuse, County lines involvement, Radicalisation, Self-injurious behaviours, through the above analysis Active8 Management accessed specialist training in these areas, to enable staff to fully support the needs of each young person. Further analysis has identified the reduction of positive handling techniques (Physical intervention), therefore to ensure good practice, the safety of young people, staff and Management Active8 introduced a two monthly refresher session for each staff member.

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)	2
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Other supervisory staff

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	6
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
Infection, prevention & control	6
Manual Handling	2
Safeguarding	6
Medicine management	1
Dementia	0
Positive Behaviour Management	6
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Upon appointment to the role senior staff attend a Supervision and Appraisal training session.</p> <p>Active8 staff undertake refresher mandatory training courses as per company policy; annually, two or three yearly.</p> <p>Alongside mandatory training staff have attended the KEYS Connect Therapeutic model; This is a model of Therapeutic practice developed from research and understanding of how adverse experience can impact upon young people that we care for and support. KEYS have a team of Specialist Support Advisors that support Active8 closely with guidance, advice and training, the team consist of; Behaviour Support Advisor, National Specialist Advisor, Substance Misuse Specialist Advisor and Sexually Harmful Behaviour Specialist. Active8 Management identified following analysis of young person referrals a trend/ pattern of young people with emerging needs, these include; Gang related incidents, Substance misuse, County lines involvement, Radicalisation, Self-injurious behaviours, through the above analysis Active8 Management accessed specialist training in these areas, to enable staff to fully support the needs of each young person. Further analysis has identified the reduction of positive handling techniques (Physical intervention), therefore to ensure good practice, the safety of young people and staff Active8 introduced a two monthly refresher session for each staff member.</p> <p>Active8 probationary staff complete the Social Care Wales Induction Framework within the first six month period of employment, following completion of probation staff are enrolled on the Qualifications and Credit Framework, Level Three Diploma in Health and Social Care.</p> <p>All staff have the opportunity to obtain Outdoor Qualifications, the home is supported by an Activity Manager who oversees all aspects of the outdoor activities and ensures Active8 is registered with the relevant Governing body; Adventure Activities Licensing Authority (AALA). Due to the outdoor activity nature of the Active8 programme all staff receive a Two day Outdoor First Aid training and qualification.</p>

Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	00
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)	6
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	6
No. of staff working towards the required/recommended qualification	0
Nursing care staff	
Does your service structure include roles of this type?	No
Registered nurses	
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	21
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	2
Equality, Diversity & Human Rights	2
Infection, prevention & control	21

Manual Handling	6
Safeguarding	12
Medicine management	14
Dementia	0
Positive Behaviour Management	21
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Active8 staff undertake refresher mandatory training courses as per company policy; annually, two or three yearly.</p> <p>Alongside mandatory training staff have attended the KEYS Connect Therapeutic model; This is a model of Therapeutic practice developed from research and understanding of how adverse experience can impact upon young people that we care for and support. KEYS have a team of Specialist Support Advisors that support Active8 closely with guidance, advice and training, the team consist of; Behaviour Support Advisor, National Specialist Advisor, Substance Misuse Specialist Advisor and Sexually Harmful Behaviour Specialist. Active8 Management identified following analysis of young person referrals a trend/ pattern of young people with emerging needs, these include; Gang related incidents, Substance misuse, County lines involvement, Radicalisation, Self-injurious behaviours, through the above analysis Active8 Management accessed specialist training in these areas, to enable staff to fully support the needs of each young person. Further analysis has identified the reduction of positive handling techniques (Physical intervention), therefore to ensure good practice, the safety of young people and staff Active8 introduced a two monthly refresher session for each staff member.</p> <p>Active8 probationary staff complete the Social Care Wales Induction Framework within the first six month period of employment, following completion of probation staff are enrolled on the Qualifications and Credit Framework, Level Three Diploma in Health and Social Care.</p> <p>All staff have the opportunity to obtain Outdoor Qualifications, the home is supported by an Activity Manager who oversees all aspects of the outdoor activities and ensures Active8 is registered with the relevant Governing body; Adventure Activities Licensing Authority (AALA). Due to the outdoor activity nature of the Active8 programme all staff receive a Two day Outdoor First Aid training and qualification.</p>
Contractual Arrangements	
No. of permanent staff	21
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)	21
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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.</p>	<p>Active8 allocate ten staff working on shift at any time, this comprises of both care and senior staff, all young people are supported by two staff members (although through consultation with the Local Authority and as part of a phased reduction in staffing young people can spend periods of time supported by one staff member, following completion of relevant risk assessments). Shift patterns implemented at Active8 are Monday to Friday and Friday to Monday, daytime working hours are 7am - 11pm, sleeping hours 11pm - 7am. 10 staff present during each shift, 2-1 staffing levels for 5 placements.</p>
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<p>Staff Qualifications</p>	
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<p>No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker</p>	<p>16</p>
<p>No. of staff working towards the required/recommended qualification</p>	<p>5</p>

<p>Domestic staff</p>	
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<p>Does your service structure include roles of this type?</p>	<p>No</p>
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<p>Catering staff</p>	
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<p>Does your service structure include roles of this type?</p>	<p>No</p>
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<p>Other types of staff</p>	
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<p>Does your service structure include any additional role types other than those already listed?</p>	<p>No</p>
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