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:	MacIntyre Care
The provider was registered on:	22/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	MacIntyre Supported Living Wales	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/05/2019
	Responsible Individual(s)	Laura Selby
	Manager(s)	Nicola Belcher
	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	All staff receive comprehensive induction, professional development portfolio and training to include mandatory key risk training. All training is logged through staff training portal which managers and area manager have access to and ensure staff complete this training within the required timeframes. MacIntyre use a blended approach to training to include e-learning, face to face and bespoke training sessions to ensure staff training is always of the highest quality.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Macintyre had a recruitment revolution where we used external experts who helped shape our new approach to attract new candidates and support with retention. This included local run campaigns bespoke around the person supported and their wishes for their staff team. All staff receive extensive support from their managers and teams within MacIntyre including regular supervision, check ins and team meetings. We promote the wellbeing of staff and the use of an employees assistant programme.

Service Profile

Service Details

Name of Service	MacIntyre Supported Living Wales

Telephone Number	01978753435
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?	16

Fees Charged

The minimum hourly rate payable during the last financial year?	19.91
The maximum hourly rate payable during the last financial year?	19.91

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?	All people supported were involved in the MacIntyre Big Plan to decided what they wanted from their support, their community, their connections and what was needed to ensure this was put in place. The Big Plan is co-produced to involve everyone to have choice and control over the way they live their life and what they want in their life. All recruitment was person centred based with the people supported being actively involved in the recruitment process and choosing the staff that they want to work with them, no staff were offered positions without the final say of the person being supported. People supported are actively involved in choosing what they want to do in their day and how they live their life to ensure their wellbeing is maintained to ensure they are living a fulfilled life. People supported are invited to be part of the MacIntyre induction days to share how they wish to be supported and are involved in developing their own support plans.

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	Yes
List 'Other' forms of non-verbal communication used	AAC communication touch pad

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.	MacIntyre have vast experience of delivering excellent person c entred support to people with complex support needs and enab ling each individual person to live a life that makes sense to the m. MacIntyre's DNA this tells us what good should look like and how we can measure that we are getting things right for the peo ple we support. The DNA is at the heart of everything we do no matter what role that person has within MacIntyre from our Dire ctors to our frontline support staff we ensure that this value-bas ed model is intrinsic in every way we work. Our DNA is a framew ork of support, training and development proven to deliver tran sformative outcomes. It ensures that the person supported is at the heart of every decision and enables the person to be fully i nvolved in a way that makes sense to them. At an individual level this means continuous communication with the people we support and with those who know them best. At MacIntyre, practicing a Person Centred Approach includes givin g the person opportunities to achieve their goals and outcomes . People will chose what they want to do with their day and how they want to be supported. We will develop people's plans with them respecting their choic es and beliefs of how they want their life to be, these are review ed with the person at least every 3 months or sooner should an ything change. This ensures we continually moving forward with the person and they are given opportunities to continue to lear n new skills and meet new people to develop relationships. Mac Intyre ensures that everyone has the right support around them and staff that work in a consistent way. Our starting point to rec ruiting staff with the right skills, experience, and values is a Per son-Centred approach to identifying what each person (and wh ere appropriate their families) want from the staff that will be su pporting them. Each person and their families will be involved a s much as possible in recruitment, through a process we call "In volving Everyone". If it is difficult for people to sit on interview p anels, we will facilitate involvement in a way that makes sense t o them – maybe meeting candidates informally, or separate inte rviews in a more friendly and convenient location. This will ensu re that the people we support (and where appropriate their fami lies) will be empowered, involved and responsible for choosing t heir own staff. This sets the tone for a co-produced service, an d ensures people we support have ownership and investment.
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.	Ensuring we follow our DNA of supporting each individual to fee l good about themselves and to stay safe and healthy is extrem ely important to us at MacIntyre. We have taken considerable st eps to ensuring good health and wellbeing for the people we su pport. This has involved: • Making health recording more robust and accessible to ensur e accurate and timely diagnoses can be given by health profes sionals. • Having health information in an Easy Read format to help the people we support understand their health and changing health needs. • Creating resources and documentation to upskill staff in all ar eas of health. • Using our internal Health Lead for advice and support Within MacIntyre we use the Health Calendar, also known as th e Anticipatory Care Calendar, is a key tool which all of our staff use to capture a person's baseline in regards to their health an d wellbeing and is a great tool in daily recording of health chan ges. We know this will support a person with receiving a timely diagnosis of any condition, which is one of our key objectives.

The extent to which people feel safe and protected from abuse and neglect.	The best defence that we have against abuse, and our best assurance of a safe and positive environment for people, is the strength of values incorporated in organisational and local service cultures. MacIntyre's statement of values stresses the importance of placing each person at the centre of their service. This is evident in our distinctive philosophy and way of working that underpins all our activities. It is the very essence of what we do, and that is why we refer to it as our DNA.
	MacIntyre is committed to the principles of making safeguarding personal – responding to a safeguarding situation in a person-led and outcome-focussed way that enhances people's involvement, choice and control and improves their quality of life, wellbeing and safety. We ensure people supported have the tools available to help them understand their rights to life in a safe environment free from abuse; we use easy read, symbols & signs to strengthen understanding.
	MacIntyre is committed to a multi-agency approach to safeguarding arrangements, and will actively work with partner organisations to ensure the safety of people at risk, including those who come into contact with our services as well as those receiving them.
	MacIntyre will always ensure due diligence when recruiting new staff members across the area. This includes enhanced DBS checks for all staff when joining and renewals every 3 years and extensive work history checks including references from all social care roles. Staff training is comprehensive and includes mandatory e-learning modules, 1 day face to face safeguarding training and annual refreshers to ensure continuing understanding for all staff. It is every staff member's duty to work in a way to minimise the risk of abuse by providing a safe and positive environment for people, and to take effective action when abuse is suspected or disclosed.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	55

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	4
	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	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	2
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All managers receive comprehensive training support to continually support their roles and development. Although induction is completed within the first 6 months of starting a new role this personal development for all managers continues throughout their career with MacIntyre. We support managers to learn and develop their skills in relevant areas of support and also look at what development is of interest to them all personally.

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

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)	4
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	3
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?	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	2
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	2
Manual Handling	2
Safeguarding	2
Dementia	1
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	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	0
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?	No

Senior 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	5
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	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	5
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)	3
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 social care worker	2
No. of staff working towards the required/recommended qualification	3

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	51
No. of posts vacant	8

> 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	33
Health & Safety	51
Equality, Diversity & Human Rights	51
Manual Handling	51
Safeguarding	51
Dementia	10
Positive Behaviour Management	51
Food Hygiene	51
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	51
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)	28
No. of part-time staff (17-34 hours per week)	17
No. of part-time staff (16 hours or under per week)	6

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	24

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