

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: | DASH (Disabilities and Self Help / Delio ag Anabledd a Sialens Huanangymorth) | |
| The provider was registered on: | 26/07/2018 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | DASH Away Weekends | |
| | Service Type | Care Home Service |
| | Type of Care | Childrens Home |
| | Approval Date | 26/07/2018 |
| | Responsible Individual(s) | Ben Freeman |
| | Manager(s) | Gail Young |
| | 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 | The training needs of staff (core and specialist) are monitored by the leaders and the manager. New staff are put through core training before starting work. Additional training (inline with the needs of the staff or of the individuals attending the weekends) is arranged with private organisations (e.g. Team Teach) or the Local Authority and Local Health Board (e.g. specialist personal care or feeding needs). Personal development identified by the staff is considered & discussed during supervisions |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | Staff are recruited through public advertisement and specialist care jobs websites (e.g. wecare.wales). Pay and Job Descriptions are reviewed to ensure that they are inline with the local equivalents. |

Service Profile

Service Details

| | |
|--|--|
| Name of Service | DASH Away Weekends |
| Telephone Number | 01545570951 |
| What is/are the main language(s) through which your service is provided? | Welsh Medium and English Medium |
| Other languages used in the provision of the service | PECs, Makaton other non-verbal communication systems in line with the children's needs and communication styles. |

Service Provision

People Supported

| | |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 13 |
|--|----|

Fees Charged

| | |
|--|---|
| The minimum weekly fee payable during the last financial year? | 0 |
| The maximum weekly fee payable during the last financial year? | 0 |

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? | Face to face conversations on pickup/ drop off, online feedback forms, telephone conversations, as part of our family feedback "Coffee and Chat" sessions (with appropriate regard for privacy) |

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? | 1 |
| How many dining rooms at the service? | 1 |
| Provide details of any outside space to which the residents have access | The Ty Glyn Holiday home has a level access decking area (with fencing surrounding) accessed from the french windows in the communal lounge with 3 other appropriately securable gates. There also the rest of the garden area, which is fenced around with accessible paths around the perimeter. |
| Provide details of any other facilities to which the residents have access | The shared room gives access to television and music station. They also have access to matched play and development supporting toys, games and activities. This includes Active play toys - balance blocks, wobbleboard etc. Team and turn taking card and board games, parallel and independent play such as jigsaws, colouring, building toys, personal regulation opportunities such as a dark room tent, soft play toys, teddies, lights. Structured play activities such as cooking, water, outdoor walks are coordinated according to the needs of the children |

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>Family feedback has made it clear that they are happy to talk to the manager at any time in order to ensure that their child receives the most appropriate support for the weekend.</p> <p>During observation: Both the leader and staff encouraged interaction and feedback from the young people. I saw that the children were confident and happy to express their opinions about their activities, food and bedrooms.</p> <p>It was observed that on arrival of a new staff member (for their shift) 1 young person approached them, recognised them and asked them how they were and what they would be doing today.</p> <p>The relationships between staff and young people was respectful in both directions. Honest opinion and expression was provided by both.</p> <p>Activity planning is matched to those people attending as far as possible taking into account all the attendees needs and preferences.</p> <p>Activities provided when at the site were relevant to the young people, with a range of active and calmer options.</p> <p>When the shed is in place, the opportunity for even further rotation of activities if required will be further improved.</p> <p>As far as appropriate, the children are offered choices and options during the weekend. I saw this displayed in toileting, play, choice of food and eating options as well as social activities and the trip out.</p> <p>Opinions expressed by families and children are met with an open mind and a can do attitude from the staff. Where conflict of interest arose (during observation, this was around enabling staff to maintain site safety) distraction and listening were used.</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> | <ul style="list-style-type: none">● DASH has policies in place promote healthy eating, promoting exercise and social interaction and promotion of integration into the children's communities.● Health care needs of each child are met by the families and the LHB. Emergency response health needs are met by staff.● Prior to each visit, plans are made to ensure that the children are supported to be as healthy as they can be. With procedures to ensure that their dietary requirements and preferences were identified and met during the stay.● The personal files are stored securely in a lockable box.● Children's ongoing medication requirements are upheld by appropriately trained staff, recording on Medication and MARs Sheets.● Medication is stored securely in a locked storage unit, and appropriate records are kept.● Training for individual specialised medical needs or medication (Epilepsy, Anaphylaxis) is carried out by the LHB.● All weekends include daily opportunities to exercise in locations appropriate to the needs of the children currently attending. Examples include: Cors Caron, Ynys-Las, Welsh Wildlife Centre, Hafod, Community Playgrounds, Local Charity Garden, Local Swimming pools, Cardigan Island Farm Park.● Independence and opportunities for personal development are always available within the bounds of the site. Individual ongoing risk assessments carried out according to feedback from families, LA and existing knowledge inform response when out in community. |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>It is essential that all people at the centres feel safe and protected from abuse and neglect.</p> <p>The atmosphere at the Weekends is always positive and open. Staff are appropriately trained in order to understand and identify signs of abuse and neglect.</p> <p>Our whistleblowing policy is clear and made available to all. During my visit, the staff whom I asked appeared to have a clear understanding of the process.</p> <p>Staff are trained and guided to communicate appropriately with the individual they are talking to. This included varying the pace of speech / conversation, using visual and physical cues, eye contact strategies, picture communication and hand signs and communication strategies.</p> <p>During my observations, I noted that the children present were happy to approach any member of staff to request help.</p> |

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

DASH uses Ty Glyn Davis Trust's Holiday Centre near Aberaeron.

"The centre is a single storey building that has been awarded an 'Accessibility Grade 2 Status', (suitable for wheelchair users with assistance)" (<https://www.tyglyndavistrust.co.uk/>)

The building has been kept in an appropriate manner for the last 12 months. Any minor breakages or failures have been resolved by the owners before the next weekend.

The site has appropriately labelled doors, emergency exits and facilities.

The main doors can be securely locked when required to support security of the building.

Each weekend young people are provided with a room appropriate to them which is identified as their private space on the outside.

During my observation, I viewed 2 of the children's rooms (with permission, and in fact at their request) I observed that it was appropriate to them, identified with their name and that they had brought some items that were important to them to make the room homely.

Staff encouraged the young people to use the plentiful public areas of the centre during the day as much as possible, however access was not prevented to private spaces if needed. Each individual's room was treated with dignity and respect. Staff were observed to reinforce the privacy of each room between individuals where required. The staff had personalised the room labels with "bubble writing" supported or inspired by the young people who stayed in that room.

The Ty Glyn Davis Trust building is sited in beautiful surroundings, including a near by walled garden managed by them. There is a secure deck and garden area which can also be utilised. There are adequate sleeping areas for all the children and staff present at a weekend with separate washing facilities for both.

During my observations I noted that some children valued the large open shared area to play and interact with staff whilst others enjoyed being able to have some quiet space of their own. I saw staff give individuals time to move at their own pace around the building to an activity.

Respectful support is provided when an individual needs support using the toilet / personal care. I observed children opting to use the toilet facilities independent of staff where possible.

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) | 0 |
|--|---|

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 |
| <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 | 0 |
| Manual Handling | 1 |
| Safeguarding | 0 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | 21/6 – Prevent Training |
| 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) | 0 |
| 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 | 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? | No |
| Other supervisory staff | |
| Does your service structure include roles of this type? | No |
| 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? | 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 | 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 | 2 |
| Health & Safety | 0 |
| Equality, Diversity & Human Rights | 0 |
| Infection, prevention & control | 0 |
| Manual Handling | 0 |
| Safeguarding | 2 |
| 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 | 0 |
| 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 | 2 |
| 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. | Monthly Weekends Friday 5-10 x2 Sleep in x1 Saturday 8-10 x2 Sleep in x1 Sunday 8-2 x2 with appropriate break opportunities |
| 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 |
| 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 | 4 |
| 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 | 2 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Infection, prevention & control | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Medicine management | 0 |
| Dementia | 0 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |
| Contractual Arrangements | |
| No. of permanent staff | 0 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 2 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 4 |
| 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. | Friday 5-8 Saturday 8-8 Sunday 8-2 |
| 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 | 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 |