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**Mission, objectives, values and boundaries**

**Cymryd Rhan** is a not-for-profit voluntary organisation, a registered charity and a company limited by guarantee. **Cymryd Rhan** works across Wales and the Welsh Borders supporting people to live in their own homes, in shared tenancies, and in day and employment services.

**Cymryd Rhan** is registered with the *Care Inspectorate Wales* as a domiciliary care provider. Currently, the **Cymryd Rhan** West Wales Service provides domiciliary care services across Carmarthenshire to people who may require complex care/medication support, older people, palliative care, citizens with dementia, adults with learning difficulties, citizens with autism, support to manage epilepsy, citizens with physical disabilities who need support to manage day to day tasks such as washing and eating, and adults with mental health needs.

The Chief Executive Officer at **Cymryd Rhan** is Mr Nick Evans and the day-to-day Registered Care Manager for the West Wales Service is Mr Gerry O’Shea. The designated Responsible Individual for **Cymryd Rhan** is Mr Nick Evans. \*refer to page 8 for further detail

**Mission**

**Cymryd Rhan** consistently strives towards providing services to vulnerable adults who need (and want) support to live independently. **Cymryd Rhan** works in partnership with people and (where appropriate), families, friends and advocates – including housing, social support, health and employment agencies.

**Cymryd Rhan** receives revenue from public- and private-sector contracts agreed with a variety of agencies including (but not limited to) social services departments, housing associations, the Welsh Government and training and enterprise agencies.

The **Cymryd Rhan** West Wales Service forms part of the *West Wales Regional Partnership Board* which contributes towards the implementation of the *West Wales Area Plan* (2018-2023).

**Objectives**

**Cymryd Rhan** aims to:

* assist people to achieve desired individual well-being outcomes in alignment with the –

*Regulation & Inspection of Social Care (Wales) Act (2016)*

*Social Services & Well-being (Wales) Act 2014*

* seek solutions to resolve the challenges faced by people living (and working) in rural settings – and
* champion choice and independence to ensure that people are enabled to live their lives their way.

# 

# Values

**Cymryd Rhan** values a working environment that is free from direct and indirect discrimination on grounds of age, race, mental health, disability, learning difficulty, gender, sexual orientation, religion, language, nationality, marital status, political belief and social background.

**Cymryd Rhan** sets out to avoid unlawful discrimination under the requirements of the *Equality Act (2010)* in observing and demonstrating its legal and statutory duties to such bodies as the Charity Commission.

**Cymryd Rhan** currently provides around 350 hours of care per week across Carmarthenshire, and is committed to developing and maintaining diversity within the remit of its stated mission, objectives and values.

**Cymryd Rhan** is committed to working collaboratively in order to ensure that people are able to live their lives their way, through:

* listening to individuals and continually enhancing service provision
* working together to enable individuals to achieve personal outcomes set
* involving individuals in discussions about how the organisation works (and grows) through meaningful participation
* continuing to provide services to people who need (and want) support
* designing support and care around the person, by undertaking formal care assessments and personal planning
* remaining flexible, approachable and adaptable at all times
* continuing to adopt the locality cluster style approach in giving assurance to local people that the organisation is close by
* developing community-based activities for individuals
* aiming to reduce social isolation, loneliness and dependence upon service provision
* promoting choice and independence
* encouraging people to participate in helping to ensure that services are provided appropriately
* making sure that information is communicated to the right people in the right way at the right time.

# Boundaries

In order to meet its objectives and maintain its values, **Cymryd Rhan** employees, managers and the *Board of Trustee Directors* work to the following ethical codes:

* Social Care Wales (2018) *Code of Professional Practice for Social Care*

|  |
| --- |
| Comprises a list of statements that describe the standards of professional conduct and practice required of those employed in the social care profession in Wales. |

* Social Care Wales (2018) *Code of Practice for Social Care Employers*

|  |
| --- |
| Focuses around the requirements of employers in ensuring a safe, skilled and appropriately supported workforce.  *Care Inspectorate Wales* have the authority to enforce action should employers fail to comply with ‘the Code’. |

* Social Care Wales(2017) *The social care manager: Practice guidance for social care managers registered with Social Care Wales*

|  |
| --- |
| Describes what is expected of Social Care Managers in leading on the provision of high quality citizen centred services.  Failure to follow this guidance may lead to the removal of Registered Care Managers from the *Social Care Wales* register. |

* Social Care Wales (2017) *The Domiciliary Care Worker: Practice guidance for domiciliary care workers registered with Social Care Wales*

|  |
| --- |
| Describes what is expected of Social Care Workers and provides practical support to workers to deliver a good service.  Failure to follow this guidance may lead to the removal of Domiciliary Care Workers from the *Social Care Wales* register. |

# Quality assurance

**Cymryd Rhan** is committed to embedding the importance of quality assurance into its business model, ethos and culture, and values the privileged role it has to play in providing personal care and support with dignity, respect and sensitivity. Operational activities at **Cymryd Rhan** are supported by a robust system of processes that aim to:

• initiate creative programmes and action plans that champion high quality, structured and flexible solutions in response to individual need and want

• develop a culture of openness, honesty and candour across the workforce, and inform individuals and [other] interested parties of instances whereby systematic weaknesses are identified

• develop assistive ‘toolkits’ that encourage engagement and participation to ensure that information is communicated in the right way to the right people at the right time – and

• undertake care quality reviews on a six-monthly basis to verify that service provision meets legal, statutory, standard and code requirements and/or ethical benchmarks.

**Cymryd Rhan** accepts its statutory and non-statutory compliance obligations towards: (a) the people it serves including individuals, employees and sub-contractors, and (b) commissioning bodies and governing boards – and shall ensure that the health, safety and well-being of individuals is not adversely affected by its operational acts or omissions.

**Cymryd Rhan** shall issue information, guidance and/or training in accordance with operational remit in meeting the requirements of the *Regulation & Inspection of Social Care (Wales) Act (2016)* and the *Social Services & Well-being (Wales) Act 2014* and shall comply with the *Professional Duty of Candour* as guided by *Social Care Wales*.

**Professional duty of candour**

Duty of candour (‘the Duty’) applies when something goes wrong with an individual’s care or support that has – or has the potential to have – an adverse effect on an individual’s well-being. As a registered provider of social care, **Cymryd Rhan** has a duty to support the workforce:

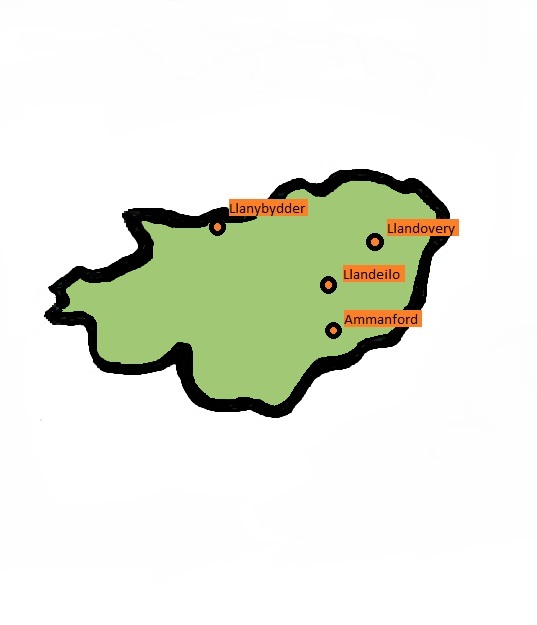
* to report and record adverse incidents
* to adopt the principles of “openness, transparency and honesty”
* to participate in investigations and reviews, as required
* to discuss and agree actions with relevant stakeholders
* to apologise to individuals and keep individuals informed
* to be confident in raising concerns
* to consider the implications of dissuading colleagues from raising concerns.

Social care professionals working on behalf of **Cymryd Rhan** are expected to be open and honest with individuals when things go wrong – they:

* must inform the individual (or where appropriate the individual’s carer, family or advocate) when something has gone wrong
* must apologise to the individual (or where appropriate the individual’s carer, family or advocate) when something has gone wrong
* must explain to the individual (or where appropriate the individual’s carer, family or advocate) the consequences of what has happened
* must remind the individual (or where appropriate the individual’s carer, family or advocate) of legal rights and ways to complain
* must involve the individual (or where appropriate the individual’s carer, family or advocate) in resolving matters satisfactorily
* must report adverse incidents and participate in investigations and reviews, as required.

**Location and contact details**

**Cymryd Rhan** provides care and support services in the following areas which form part of the West Wales Regional Partnership Board:

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The head office and registered office address for **Cymryd Rhan** West Wales Service is: The West Wales satellite offices are:

Head Office

Wellfield House Cwm Aur 42 Rhosmaen St

Temple Street Hoel Y Dderi Llandeilo

Llandrindod Wells Llanybydder Carmarthenshire

POWYS LD1 5HG Carmarthenshire SA19 6HD

SA40 9AB

**Head Office telephone number: 01597 828050**

**Cwm Aur telephone number 01570 480727**

**Llandeilo Office telephone number 01558 824724**

**On call number: 07834 879357**

Nick Evans Chief Executive Officer/ Responsible Individual [nick.evans@cymryd-rhan.org](mailto:nick.evans@cymryd-rhan.org)

Gerry O’Shea Registered Care Manager [gerry.oshea@cymryd-rhan.org](mailto:gerry.oshea@cymryd-rhan.org)

**Organisational structure**

**Cymryd Rhan** is governed by an independent *Board of Trustee Directors* who are registered with Companies House and volunteer time to safeguard the professional integrity of the organisation. Trustee Directors bring diversity to **Cymryd Rhan** and come from a wide range of backgrounds – individuals who receive support are also Trustee Directors.

The *Audit & Scrutiny Committee* at **Cymryd Rhan** is independent of the organisation and reports up to the *Board of Trustee Directors* on a quarterly basis. The purpose of the Committee is to scrutinise the financial governance of **Cymryd Rhan**.

The overarching responsibility for the running of the organisation lies with the Chief Executive Officer/Responsible Individual who holds accountability for quality and compliance and ensures that there is a clear “chain of accountability” linking the corporate responsibility of **Cymryd Rhan** with the Registered Care Manager. The Chief Executive Officer/Responsible Individual and Registered Care Manager are accountable to Trustee Directors.

The Chief Executive Officer/Responsible Individual and Registered Care Manager form part of the Senior Management Team [SMT] which meets regularly. Outcomes of SMT meetings are communicated to Team Leaders – who (in turn) communicate with Support Workers. This includes any change(s) made in relation to operational remit.

Support Workers report up to Team Leaders who then utilise the information to assist in identifying opportunities for improvement within **Cymryd Rhan**. Policies and procedures are usually reviewed annually and/or in response to organisational or legislative change – whichever is soonest. **Cymryd Rhan** also holds recognition status with Unison.

New or revised policies and procedures are uploaded to the internal *Simply Personnel* drive, which is accessible to all employees. The *Simply Personnel* system is able to track who has accessed and read policies and procedures. Relevant information is also provided to employees during induction and/or refresher training.

**Organisational chart**

LOCALITY LEAD TEAM LEADERS x 6

TEAM LEADERS x 6

REGIONAL MANAGER

BOARD OF TRUSTEES

TRAINING MANAGER MANAGER

REGIONAL MANAGER

PEOPLE MANAGER

CHIEF EXECUTIVE OFFICER

RESPONSIBLE INDIVIDUAL

HEAD OF FINANCE FINANCE

DATA PROCESSORS x 2 PROCESSING x 2

ADMINISTRATORS

PROJECT CO-ORDINATOR

TEAM LEADER x 1 QCF & CBS x 8

4x OPERATIONAL TRAINERS

PARTICIPATION CO-ORDINATOR

SUPPORT WORKERS WWORKERSWORKERS

SUPPORT WOORKERS WORKERS

**Overview of services**

**Cymryd Rhan** provides supported living services and domiciliary care (not residential care). Its systems and procedures (including workforce training) means that resources are deployed to ensure that individuals are respected in their own homes and that individuals are householders in their own right.

The services that **Cymryd Rhan** offer vary – ranging from 1 x hour per week upwards, depending on what individuals need and want. This may include 24 hour care, as necessary:

• night waking / night sitting

• sleep-in staff

• support with personal care

• support with health needs

• support with leisure and social activities

• support for individuals to develop social networks and feel a part of local communities

• support with all aspects of daily living, as appropriate to individual need and want

• respite for carers

• forming relationships and working alongside individuals to achieve personal outcomes, if desired

• forming relationships with family members and encouraging involvement in designing support around the individual, as appropriate.

Ensuring that only a small number of **Cymryd Rhan** carers are involved with the provision of personal care enables the organisation to quickly identify changes in health and encourage participation in further activities that promote individual well-being, to enhance quality-of-life.

**Admissions process**

**Cymryd Rhan** is committed to delivering person centred services to meet the needs and wants of individuals, and champions choice and independence through enabling people to make informed decisions to live their lives their way. **Cymryd Rhan** works with individuals to ensure that support is designed around *them* and provided at times that suit *them*.

**Cymryd Rhan** carries out an initial visit with the individual (or where appropriate the individual’s carer, family or advocate), in order to complete an assessment and risk management plan in line with the care assessment process. This helps to determine the level of care required and to identify whether **Cymryd Rhan** (as an organisation) is competent enough to provide the support required (for example, end-of-life care).

A plan for service provision is developed, and the individual controls how (and when) it is to be implemented. This is then reviewed every three months or when needs are changing – whichever is soonest – and a full review may be required. If adequately resourced, **Cymryd Rhan** can respond to new care referrals promptly, following this assessment stage.

Managers at **Cymryd Rhan** have been trained as facilitators in *Person Centred Planning* and *Person Centred Active Support* so that front-line workers can be mentored to support individuals to develop skills and assist independence.

All staff working within the geographical area shall meet the individual, allowing the person (to whom support is to be provided) to choose front-line staff members of preference for support. **Cymryd Rhan** believes that this approach helps to build and sustain strong and trusted relationships.

It is the intention of**Cymryd Rhan** to spend timegetting to know people, in order to be able to respond to individuals in ways that matter to them. The Registered Care Manager visits new (and current) people receiving the service to assess whether, as an organisation, **Cymryd Rhan** needs to adjust policy and practice on-the-ground – and changes are implemented accordingly.

**Cymryd Rhan** focuses upon on being open with people, in meeting needs that have formerly remained ‘hidden’, such as isolation and loneliness. For example, **Cymryd Rhan** has set up a number of Luncheon Clubs and Meet & Greet Clubs whereby individuals are initially accompanied to attend. Once confidence has grown, individuals feel able to attend independently, and **Cymryd Rhan** remains on-hand to provide support, if necessary.

**Cymryd Rhan** is continuing to develop its domiciliary care services in Carmarthenshire, and aims to communicate effectively with people. **Cymryd Rhan** aims to ensure that services are provided in language of choice – which is of particular relevance to people living in Wales.

**Cymryd Rhan** may also use sign language and electronic devices, as applicable, and the organisation continues to recruit with effective communication methods in mind.

Following the principles as set out in the Welsh Government’s *Strategic Framework –* “More than just words…”, **Cymryd Rhan** continues to work towards providing a service whereby:

* citizens are assured that services are centred around their needs and wants, and not those prescribed by the organisation
* citizens are encouraged to express their needs and wants and are able to fully participate in care planning as equal partners
* citizens are able to see and hear the Welsh language and feel comfortable with the services that they receive
* citizens are confident that service provision follows an inclusive ethos, whereby Welsh and other natural means of expression are used
* citizens are confident that service provision recognises the importance of language and culture and are able to express themselves effectively
* citizens are aware of the ‘Active Offer’ – meaning that communication preferences are proactively offered by the organisation
* citizens feel that their cultural identity is respected and that communication preferences are easily accessed, and without issue.

**Complaints and compliments**

**Cymryd Rhan** welcomes constructive feedback from people regarding all aspects of care and support services. Individuals are encouraged to give feedback in line with the organisation’s [OP REF 22] Complaints and compliments procedure.

It is the responsibility of **Cymryd Rhan** to ensure that its workforce understands operational remit and boundaries. It is the responsibility of the workforce to assist and support individuals in understanding (and making use of) complaints processes, as and when required.

Complaints can be made in person, by telephone or in writing. For anyone who would prefer an ‘easy read’ version of the **Cymryd Rhan** complaints procedure, it is available. When a complaint is made, **Cymryd Rhan** shall ensure that:

* the complaint is taken seriously

* the complaint is dealt with fairly
* something is done quickly – within 14 days
* outcomes are constructive, and recorded
* the complaint is truthfully reported and investigated by a representative not affiliated to the person making the complainant

* arrangements are made for the involvement of an advocate to support the person making a complaint, if necessary
* matters are dealt with confidentially, and privacy is protected
* intimidation of anyone who makes a complaint about service provision shall result in disciplinary action
* complaints (and compliments) are shared with the *Board of Trustee Directors* and with members of staff.

All complaints – whether written or verbal – are logged and reported to the Registered Manager.

All individuals wishing to make a complaint are assisted by a member of staff, family or friend, or an advocate, if requested.

All persons making a complaint shall be visited, and the complaint investigated.

All information relating to complaints shall be shared with the Chief Executive Officer/ Responsible Individual and Registered Manager.

All complaints shall be responded to in writing, within 14 days. Responses shall include an explanation about what is happening with the complaint and actions shall be proposed to resolve matters.

All complaints shall be followed up, to ensure that the person making the complaint is fully satisfied.

In instances whereby **Cymryd Rhan** receives a complaint alleging abuse (or suspected abuse) of a vulnerable person, the *Wales Interim Policy & Procedures for the Protection of Vulnerable Adults* shall take priority. The complaint must be immediately referred to the Registered Care Manager on call, and the process shall be initiated. The person making the complaint shall be informed of this. If complaints are made, but not satisfactorily resolved, other interested parties can be contacted.

If an individual feels at risk of abuse (including financial), or if someone else has a concern about an individual, please contact Delta Wellbeing, who represent Carmarthenshire County Council on **0300 333 2222**. This number is available 24/7. If immediate help is required, please dial **999**.

If an individual (or others) feel concerned about the quality of care being provided, please contact the *Care Inspectorate Wales* on **0300 790 0126**.

If an individual (or others) feel concerned about the way in which public services are being delivered, please contact the *Public Services Ombudsman for Wales* on **0300 790 0202**.

**Induction and professional development for employees**

## The following processes are designed to meet the requirements for registration with *Social Care Wales*.

## Recruitment

All new employees are required to produce 2 x satisfactory references and pass a Disclosure & Barring Service (DBS) check before commencing social care support work at **Cymryd Rhan**. Part of the training process includes shadowing other employees in similar roles.

This means that new recruits work alongside more experienced team members in order to: (i) gain practical knowledge and experience of individual support needs, and (ii) promote consistent support practices.

## Induction and training

All staff members are required to complete a six month induction and training period, starting with a twelve week induction plan. The twelve week induction plan covers all aspects of the *Social Care Induction Framework for Wales*.

**Cymryd Rhan** is committed to continual professional development (CPD) and to identifying training needs across the workforce. The six month training period develops the skills and knowledge required, by mandatory completion of a workbook and regular supervision. During the induction period, staff are required to attend the following training:

## All members of the workforce

* Social Care Wales “Code of Professional Practice”
* Social Care Wales “Professional Duty of Candour”
* *Social Services & Well-being (Wales) Act (2014)*
* Introduction to the **Cymryd Rhan** “Statement of Purpose”
* What staff can expect from **Cymryd Rhan**
* What **Cymryd Rhan** expects from staff
* Attitudes and values at **Cymryd Rhan**
* Policies, procedures and operational controls
* Making use of the **Cymryd Rhan** “Staff Manual”
* Making use of the **Cymryd Rhan** “Employee Handbook”
* How to support people wishing to make a complaint
* How to create and maintain records
* Person centred planning
* Responding to the needs, wants and requirements of individuals
* Engagement and participation
* Safeguarding and protection of vulnerable adults
* PREVENT
* Occupational safety and health
* Infection control
* Food hygiene
* Medication
* Manual handling (theory)
* Manual handling (practice) \*as applicable
* Epilepsy awareness \*as applicable
* Risk assessment
* First aid.

## Support Workers

* Visual impairment(s)
* Autism awareness – including in-depth \*as applicable
* Challenging behaviour and positive behavioural management
* Total communication
* Diabetes
* Continence care
* Dysphagia \*as applicable
* Dementia
* Personal care.

## 

## Team Leaders

* Supervision, mentoring and coaching
* Manual handling (master)
* Managing risk assessment
* SMART Planning
* Equality and diversity.

## Policies and procedures for regulation and inspection

* Admissions and commencement of the service

**Cymryd Rhan** “Statement of Purpose” [p.12]

* Safeguarding

*Wales Interim Policy & Procedures for the Protection of Vulnerable Adults (2010) Adult Protection Fora*

* Supporting individuals to manage money

[OP REF 05] Financial protection of supported people procedure

* Use of control or restraint

[OP REF 33] Risk assessment and managing difficult behaviour procedure

* Staff support and development

[OP REF 31] Training & Development Policy

* Staff discipline

Employee Handbook : Employment T&C’s

* Infection control

[H&S REF 12] Infection control procedure

* Medication

[OP REF 21] Medication & Medical Services Policy

* Complaints

[OP REF 22] Complaints and compliments procedure

* Whistleblowing

[STC REF 53] Whistleblowing Policy.

The **Cymryd Rhan** workforce is appraised annually, and individual members of staff are regularly supervised by line managers. Frequency of supervision is dependent upon experience and competency. Level of input required is arranged at the discretion of line managers.

**QCF Centre**

**Cymryd Rhan** is a registered QCF Centre, approved by City & Guilds and the Northern Advisory Council for Further Education [NCFE]. **Cymryd Rhan** offers the following routes for QCFs:

* Health & Social Care (Levels 1-5)
* Child Care Learning & Development (Levels 1-5).

Competence

**Cymryd Rhan** trains all Support Workers to QCF (NVQ) Level 3 Diploma in *Health & Social Care*. Upon successful completion of induction, employees are ready to begin this qualification.

**Cymryd Rhan** expects candidates to achieve the qualification within 12 months, unless special needs or circumstances apply.

Team Leaders at **Cymryd Rhan** are required to hold (or be working towards) QCF Level 3 Diploma in *Health & Social Care*, and to (eventually) achieve QCF level 5 Diploma in *Leadership & Management for Health & Social Care*. Team Leaders are also expected to complete the ILM *Learning to Lead Programme*.

Senior Managers are required to gain a QCF Level 7 in *Management*. Deadline for completion is negotiated with the Chief Executive Officer, and Senior Managers are also offered opportunities to work towards other relevant qualifications that will add value to **Cymryd Rhan**.

**Cymryd Rhan** identifies training requirements through appraisal and supervision of processes. Completion of training courses are recorded. Training plans are digitally monitored on *Simply Personnel* and alerts prompted when refresher training is due.

**Terms and conditions of service**

Ceasing to provide a service

The majority of services provided by **Cymryd Rhan** are commissioned under contract to Local Authorities, who distribute the funding. In instances whereby a contract is withdrawn from **Cymryd Rhan** – for any reason – the commissioning Local Authority is obliged to make arrangements for an alternative care and support provider.

**Cymryd Rhan** undertakes a risk assessment for all new services procured. Support Workers are trained to meet the needs of each individual. In instances whereby a risk assessment identifies that providing a care service may place a Support Worker at risk, **Cymryd Rhan** shall work alongside the individual involved in order to reduce that risk. **Cymryd Rhan** reserves the right to withdraw a service should the individual refuse to co-operate in relation to making the service safe.

In instances whereby an individual wishes to cancel care and support provided by **Cymryd Rhan**, giving as much notice as possible is helpful – ideally, 24 hours to avoid charges, although it is recognised that this may not always be possible in emergency situations.

Changes to service provision

In instances whereby a **Cymryd Rhan** Support Worker is unable to attend an individual due to illness or annual leave, the Team Leader responsible shall arrange for another Support Worker to attend. The stand-in Support Worker shall possess the necessary competencies to provide high quality care and shall be familiar with the support needs of the individual.

Team Leaders shall inform the individual of any (other) service provision changes – as appropriate. All **Cymryd Rhan** employees carry identity badges, and individuals are encouraged to check these before admitting a new Support Worker into the home.

**Cymryd Rhan** does not normally procure agency staff. In instances whereby this may be necessary, agreements with the individual and/or Local Authority (as appropriate) shall be made. Agency staff shall be required to carry out shadow shifts in order to get to know the individual’s needs and wants. **Cymryd Rhan** shall ensure that all agency workers complete induction in relation to organisational policy and practice. Agency workers shall be DBS checked, and competencies shall be verified.

Fees and charges

In the main, services provided by **Cymryd Rhan** are commissioned under contract to Local Authorities, who meet the majority of costs. **Cymryd Rhan** may charge individuals for services under the following circumstances:

• in instances whereby **Cymryd Rhan** is appointed (within agreed financial planning processes) to receive and settle bills on behalf of an individual and would need to recover monies owed

• in instances whereby **Cymryd Rhan** is appointed (within agreed financial planning processes) to drive individuals to appointments and/or to assist with shopping, mileage costs will charged

• in instances whereby **Cymryd Rhan** is appointed privately, agreement with the individual in relation to service provision costs shall be made – prices range from £14.00 to £17.00 per hour, depending on the level of support required – and travel costs shall be negotiated separately if the support package includes travel.

Further information

To read more about what **Cymryd Rhan** offers, please visit:

<https://www.cymryd-rhan.org/home/>

To read **Cymryd Rhan** inspection reports, please visit:

<https://careinspectorate.wales/find-care-service>

**Safeguarding individuals**

**Cymryd Rhan** is keen to ensure that individuals are fully informed of their rights and responsibilities, and that consistent support is available to individuals by ensuring that the Registered Care Manager is accessible.

Team Leaders are responsible for explaining rights and responsibilities to individuals, as specified within the service delivery plan agreed.

**Cymryd Rhan** works with each individual to develop a support delivery plan, agreed with individuals (or where appropriate the individual’s carer, family or advocate). The plan specifies the desired personal outcomes of the individual in relation to meeting service planning goals.

Depending upon individual needs and wants, some plans may be more detailed than others. Support delivery planning shall cover the following:

* day-to-day living activities
* health and personal care
* support with finances
* risk assessments.

All **Cymryd Rhan** employees are responsible for maintaining accurate and up-to-date records of support provided – including medication, cash reconciliation (etc). Regular checks are undertaken by Team Leaders to ensure that plans are being fulfilled and that Support Workers are following daily routine and protocol effectively.

Quality assurance checks are undertaken by the Registered Care Manager and/or another Senior Manager – including Trustee Directors and the Chief Executive Officer (as appropriate) – aiming to identify risks and opportunities for service improvement. This is overseen by the Responsible Individual, who submits care quality review findings to the *Care Inspectorate Wales* on a six monthly basis.

Safeguarding property

In instances whereby **Cymryd Rhan** is providing care in a domestic setting, risk assessments are undertaken in order to ensure that property (and matters of personal finance) are protected, as applicable. Risk assessments are reviewed on a quarterly basis and/or in response to change – whichever is soonest.

**Cymryd Rhan** holds the appropriate level of insurance (and indemnity) arrangements covering potential liabilities arising from death, injury, loss and damage to property, and (potential) financial risks.

Consistency

The over-arching objective of **Cymryd Rhan** is to champion choice and independence to ensure that people are enabled to live their lives their way. The means by which staff are deployed in the provision of both flexible and consistent care is an essential element of this.

Team Leaders may manage more than one service at **Cymryd Rhan** (depending on the size of the service and the needs of individuals) and are required to balance the need for flexibility of staffing with the needs and wishes of the individuals supported.

As a rule, Support Workers are usually based at one particular service, though may be asked to work across other services from time-to-time. It is the responsibility of Team Leaders to work together to ensure that Support Workers who are working in different teams are kept up-to-date with each individual’s needs.

Records are maintained to inform Registered Care Managers of types of services that Support Workers can (or cannot) work in. For example, there may be gender issues in relation to individual care, specific training needs and/or personal preferences expressed by individuals – which are taken into account during the care planning process.

**Personal care**

**Cymryd Rhan** provides support with personal care. Individuals who need (and want) support with personal care shall have personal requirements and preferences set out within support delivery plans –

* the plans shall cite the degree of support required and type of support needed, as agreed with each individual
* the plans shall address any conflicts between the preferences and choices of individuals, and good hygiene practices
* the plans shall describe how much an individual can do for him/her self in relation to self-management
* the plans shall outline any personal preferences in relation to cultural matters
* the plans shall describe individual preferences in relation to personal care facilities, materials and toiletries, taking into account any physical (or medical) conditions
* the plans shall describe individual preferences in relation to times for carrying out personal hygiene, grooming and dressing – for example bathing in the morning or evening.

**Working schedule**

Work schedules (staff rotas), are designed to ensure that individuals receive support at the right time and with the right person. Each Support Worker is required to confirm attendance using an electronic mobile care worker system. Systems are checked and controlled by Team Leaders to confirm attendance on: shifts, training, travelling (etc). Information gathered informs budgetary and payroll processes. Monthly reports are distributed to Team Leaders and Senior Managers.

**How we provide support**

**Cymryd Rhan** champions choice and independence to ensure that people are enabled to live their lives their way, through *listening* to individuals, *working* in partnership with individuals and *involving* individuals in shaping the growth of the organisation. At face-to-face level, **Cymryd Rhan** shall ensure that:

* Support Workers are presentable, and that dress and personal hygiene codes are consistent with recognised good hygiene practices
* Support Workers undertake risk assessments that consider and respect personal privacy, and are reflective of the level of risk involved
* Support Workers provide care and support consistent with ways that protect the dignity and integrity of the individual
* Support Workers are able to assist the individual to purchase and look after possessions (such as toiletries, towels and other aids)
* Support Workers are alerted to up-coming changes in provision, and that the individual is consulted prior to arranging specialist assistance (for example) if the individual is temporarily confined to bed due to illness
* Support Workers are trained in relation to manual handling and lifting, and that risk assessments are completed in relation to this prior to tasks being undertaken
* Support Workers are encouraged to develop an awareness of how the individual feels about receiving personal care
* Support Workers in training do not observe personal care routines without the express consent of the individual, and that all activities are observed sensitively.

**Lone working**

In instances whereby Support Workers (and other members of the workforce) shall be working alone, **Cymryd Rhan** needs to ensure that staff (as well as individuals) are safe. Risk assessments are completed for each location and Support Workers (and other members of the workforce) carry mobile telephones.

All mobile telephones include on-call and emergency service numbers and lone workers are provided with know-how and awareness in relation to the undertaking of actions in an emergency situation.

Support Workers (and other members of the workforce) may also be required to use an electronic mobile care worker app, which assists **Cymryd Rhan** to determine people’s whereabouts.

**Cymryd Rhan** fully acknowledges that members of the workforce required to travel away for the purposes of work, are also at increased risk. Lone working processes at **Cymryd Rhan** aim to –

• recognise (and reduce) the risks to members of the workforce working alone

• fulfil legal (and moral) obligations by consulting the workforce on matters relating to occupational safety and health

• ensure that its workforce members – including Senior Managers – are aware of, and maintain regard for the health, safety and welfare of others (including vulnerable people) and in accordance with guidance issued

• ensure that Senior Management considers influencing factors (such as challenging behaviour) when undertaking risk assessments in relation to lone working.

Registered Care Managers are obliged to carry out suitable and sufficient risk assessments appropriately, regularly and/or in response to change. This includes assessing the risks to Support Workers working alone in domestic settings. When undertaking risk assessments, **Cymryd Rhan** shall ensure that:

* consideration is given to the personal circumstances of individuals, including challenging behaviour – as applicable
* consideration is given to the hazards identified in the immediate working vicinity and surrounding environment, while (at the same time) recognising that this is also an individual’s home
* consideration is given to maintenance records in relation to the use of equipment in the provision of individual care and support
* consideration is given to the length of time spent at an individual’s home, as well as checking in and out times and seasonal variations
* consideration is given to identifying available members of the workforce for checking in and out at shift end – especial attention being paid to Support Workers living alone
* consideration is given to gender and experience of Support Workers
* consideration is given to public risks (for example) disorder within the neighbourhood.

**Cymryd Rhan** recognises its statutory duties as specified under the *Health & Safety at Work (etc) Act (1974)* and the *Management of Health & Safety at Work Regulations (1999) –* and accompanying legislation – in so far as is reasonably practicable – and shall continually aim to reduce its risks and control its hazards.

**Cymryd Rhan** shall ensure that it takes account of normal and abnormal working conditions, including (but not limited to) fire, equipment, illness and accidents.

Effective communication is imperative in being able to ensure a safe and secure working environment, and in instances whereby risk assessments identify hazards, the Registered Care Manager shall draw up safe systems of work to reduce or eliminate associated risks. These are reviewed by Senior Management on a regular basis.

Lone workers are trained in being vigilant in relation to behavioural changes of an individual and in spotting hazards that may pose a threat to themselves and/or the individuals to whom care and support is provided. All members of the workforce are obliged to report any threats observed, as a matter of urgency. Failure to do so may result in disciplinary action.

**Medication and medical services**

All medication is administered in accordance with **Cymryd Rhan** [OP REF 21] Medication & Medical Services Policy, the Local Authority Commissioning Medication Policy and the individual’s service delivery plans. All Support Workers receive training prior to administering medication. Administering the correct medication at the correct time is essential in being able to promote the well-being of individuals **–**

* medication administered must be the right medication, of the right dose, administered at the right time, to the right person
* medication processes must take account of the supporting risk assessments, which form part of the personal care plan
* medication administered must be in alignment with that stipulated on the Medication Administration Record Sheet
* refusal to take medication (on the part of the individual) must be recorded on the Medication Administration Record Sheet and reported to the line manager
* changes or concerns in relation to an individual’s health that may affect medication processes must be reported to the line manager.

**RISCA Regulation 72**

In the event that the Registered Care Manager is absent from work for more than 28 days, *Care Inspectorate Wales* shall be informed of such by the Responsible Individual. A deputy shall be appointed at the earliest juncture to ensure that continuity of care, and quality assurance is maintained and that minimal disruption is experienced by individuals receiving care support services.

**Participation and engagement**

**Cymryd Rhan** is committed to encouraging the full participation of people in relation to all operational aspects of the organisation. An example of communication processes and ways to participate include:

• the Annual General Meeting – to which all are invited

• the Joint Negotiation & Consultation Committee – to which representatives are invited

• home visits, including those made by the Senior Management Team

• participation in feedback processes (for individuals and the workforce alike)

• applying to become a Trustee Director – all individuals welcome

• engaging in quality care review processes

• engaging in care planning processes

• making a complaint or paying a compliment about service provision.

**Cymryd Rhan** strives toprovide person centred services and each individual is encouraged to put ideas forward about future growth and development of the organisation.

Individuals (or where appropriate the individual’s carer, family or advocate) may be selected to take part in customer satisfaction visits, and invited to give views about the services provided by **Cymryd Rhan**.

**Useful documents and links**

Social Care Wales (2017) *Openness and honesty when things go wrong: the professional duty of candour – Explanatory guidance for social care professionals registered with Social Care Wales*

<https://socialcare.wales/cms_assets/file-uploads/SCW-DutyofCandour-ENG-V01.pdf>

Social Care Wales (2017) *Code of Professional Practice for Social Care*

<https://socialcare.wales/cms_assets/file-uploads/Code-of-Professional-Practice-for-Social-Care-web-version.pdf>

Social Care Wales (2018) *Code of Practice for Social Care Employers*

<https://socialcare.wales/cms_assets/file-uploads/Employer-Code-2018.pdf>

Social Care Wales (2017) *The social care manager: Practice guidance for managers registered with Social Care Wales*

<https://socialcare.wales/cms_assets/file-uploads/The-social-care-manager-April-2017.pdf>

Social Care Wales (2018) *The Domiciliary Care Worker: Practice guidance for domiciliary care workers registered with Social Care Wales*

<https://socialcare.wales/cms_assets/file-uploads/Practice-Guidance-Version-1.pdf>

*Regulation & Inspection of Social Care (Wales) Act 2016*

<http://www.legislation.gov.uk/anaw/2016/2/pdfs/anaw_20160002_en.pdf>

*Social Services and Well-being (Wales) Act 2014*

<http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf>

*Equality Act (2010)*

<https://www.legislation.gov.uk/ukpga/2010/15/contents>