Annual Return 2022/2023

2023.	completed for you. There are no ac		er and its associated services on the 31st March e. This information displayed will be included in the	
Provider name:		Advantage	Healthcare Limited	
The provider was registere	ed on:	29/05/2019)	
The following lists the provider conditions:	There are no imposed conditions a	associated to this	provider	
The regulated services delivered by this provider	Advantage Healthcare South Wales and West (Gw ent)			
were:	Service Type		Domiciliary Support Service	
	Type of Care		None	
	Approval Date		29/05/2019	
	Responsible Individual(s)		Tracey Jones	
	Manager(s)		Theresa Giles	
	Partnership Area		Gwent	
	Service Conditions		There are no conditions associated to this service	
	Advantage Healthcare Shropshire and North Wales (North Wales)			
	Service Type		Domiciliary Support Service	
	Type of Care		None	
	Approval Date		29/05/2019	
	Responsible Individual(s)		Tracey Jones	
	Manager(s)		Theresa Giles	
	Partnership Area		North Wales	
	Service Conditions		There are no conditions associated to this service	
	Advantage Healthcare South Wales and West (Cardiff and Vale)			
	Service Type		Domiciliary Support Service	
	Type of Care		None	
	Approval Date		29/05/2019	
	Responsible Individual(s)		Tracey Jones	
	Manager(s)		Theresa Giles	
	Partnership Area		Cardiff and Vale	
	Service Conditions		There are no conditions associated to this service	
	Advantage Healthcare South Wales and West (Ow m Taf)			
	Service Type		Domiciliary Support Service	
	Type of Care		None	
	Approval Date		29/05/2019	
	Responsible Individual(s)		Tracey Jones	
	Manager(s)		Theresa Giles	
	Partnership Area		Cwm Taf Morgannwg	
	Service Conditions There are no conditions associated to this s		These are no conditions accepted to this comise	

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/05/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	Theresa Giles
Partnership Area	West Wales
Service Conditions	There are no conditions associated to the
Advantage Healthcare South Wales and West (V	Vest Glamorgan)
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/05/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	Theresa Giles
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to thi
Advantage Healthcare Shropshire and North Wa	les (Powys)
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/05/2019
Responsible Individual(s)	Tracey Jones
Manager(s)	Theresa Giles
Partnership Area	Powys
Service Conditions	There are no conditions associated to thi

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 complete induction mandatory training prior to commencir g with the Company. The mandatory training is then completed ar nually for all staff. Any staff working with clients with complex clinic al needs also complete additional complex clinical training and co mpetencies for the client's needs that they are caring for. The rec uirement for training is assessed by a Registered Nurse who iden ifies the client's needs and what training is required in order to pr ovide safe effective care.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There has been challenges faced by the health and social care s ector nationally since the pandemic. Additional measures and pro cesses have been implemented across the service to ensure ther e is a focus in this area. A dedicated recruitment person in Branc h to support this is in place. Recruitment has improved as a resul of this. Whilst levels are not at the pre pandemic stage, there are signs of improvement.

Profile	
ice Details	
Name of Service	Advantage Healthcare Shropshire and North Wales (North Wa

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?	1

Fees Charged

The minimum hourly rate payable during the last financial year?	20.34
The maximum hourly rate payable during the last financial year?	20.34

Complaints

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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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed periodically throughout th e year. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service provided. All clients are involved in their care plann ing and consent is sought prior to any care being delivered.

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 <u>guidance</u> 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.

have choice about their care and support, and opportunities are made available to them.	rtual engagement with both the nurse and care manager overs eeing the client's care and also with the Registered Manager. he Responsible Individual also visits as per regulations to ensu e an independent person is requesting feedback about the service. A formal feedback process is also in place where feedback is g athered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from thi will be discussed with the registered manager and appropriate actions taken to improve the service where required. These ac ons are monitored with the Head of Governance and any less ns learnt from across the division shared to ensure continual in provement. Both clients and staff feel they are supported and given the op portunity to give feedback about the services they received. T ere is an escalation process in place. Feedback from clients a d family said that they felt really well supported of both their na eds and also to support their independence. Client who wanter to actively participate in social activities outside of the home wi re happy that they were supported to do this and felt that the of are staff went out of their way to support them meeting their go als and outcomes.
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.	All client's care needs are reviewed a minimum of 3 monthly or more frequently as needs change. Client's and/or their family nd/or advocates are at the centre of planning their care and ir olved at all stages. Care is focused around client outcomes ar meeting those needs of the clients. The Company has just introduced a digital platform for all clier and staff records. Staff are currently involved in the transition nd transferring all client and staff information across to the pla orm. Staff commented to say how they liked the new processe and systems. All clients have an Operations Manager and a nurse overseein g each package of care. They are responsible for the day to c y management for each package of care and for the manager ent of the staff working with those clients. They are responsibl for the on going review of care and to ensure that the client's are needs and outcomes are met and that regulations are met Staff and clients commented to say they have regular contact nd visits from both the care manager and the nurse and that a y concerns they had were dealt with and feel that they are head d. Clients explained how the carers supported them maintaining t eir independence and in the accessing social activities which t ey enjoyed.
The extent to which people feel safe and protected from abuse and neglect.	Staff receive safeguarding training. There are up to date polic s and procedures in place for all staff. Up to date training and ompetencies for staff can be evidenced. There are two fully tra- ned Registered Nurses in position that are responsible for the linical oversight and clinical management of the service and clints. All staff receive training in medications management and appr priate competencies are completed for staff. There is a robust incidents and complaints reporting system in place with clear escalation procedures for the management of ncidents and complaints and serious incidents/adverse events The company have just migrated across to a digital platform for all staff and client records. This includes an incident and complaints reporting system. There is a robust process in place for e management of incidents and complaints using this platform ind the escalation processes both in and out of hours to ensur these are managed safely. Medication management is managed via the new digital platform m. The new platform gives added assurances around the deliv ry of safe care and supports the additional monitoring of care elivery and services Client and family feedback is that they feel supported by their are staff and that the training is very good for the care staff to eliver safe effective care. Clients are aware of the complaints ocedure and how to escalate concerns. They feel listened to the the operational and clinical staff and feel that any concerns ard dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and from learning lessons from any incidents and complaints and these are shared across the Company.

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	0
31 March)	

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.

Service Manager		
Does your service structure include roles of	this Yes	
type?		
Important: All questions in this section re stated, the information added should be	elate specifically to this role type only. Unless otherwise the position as of the 31st March of the last financial yea	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
Set out the number of staff who underto provided is only a sample of the training	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	
Manual Handling	1	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training under pertinent to this role which is not outlined at		
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 staff	hours) 0	

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?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise sition 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
	ay have been undertaken. Any training not listed raining undertaken pertinent for this role which is
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Manual Handling Safeguarding	1 1
5	
Safeguarding Dementia	1
Safeguarding	1 0
Safeguarding Dementia Positive Behaviour Management	1 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	1 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	1 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	1 0 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	1 0 0 0 1
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	1 0 0 0 1 1 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers	1 0 0 0 1 1 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	1 0 0 0 1 0 1 0 0 0 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	1 0 0 0 1 0 1 0 0 0 0 0
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe	1 0 0 0 0 1 0 <td< td=""></td<>
Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixe No. of full-time staff (35 hours or more per week)	1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 1

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	1
Training undertaken during the last financial year Set out the number of staff who undertook relevan provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
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	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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?	No
Other types of staff	

Does your service structure include any additional role types other than those already listed?	
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Service Details

Name of Service

Advantage Healthcare Shropshire and North Wales (Powys)

Telephone Number	02921921620
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

Reople Supported	
How many people in total did the service provide care and support to during the last financial year?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate 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?	We did not support clients from Powys in the last financial year

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro	ovision 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

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	we did not support clients from Powys in the last financial year
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.	we did not support clients from Powys in the last financial year
The extent to which people feel safe and protected from abuse and neglect.	we did not support clients from Powys in the last financial year

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	0
31 March)	

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.

	Service Manager			
	Does your service structure include ro type?	les of this 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	Filled and vacant posts		
	No. of staff in post	1		
	No. of posts vacant	0		
	Set out the number of staff who un provided is only a sample of the tra	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		

Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 fixe	d 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	1
Manager 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
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?	No
Other types of staff	

Service Details

Name of Service	Advantage Healthcare South Wales and West (Cardiff and Vale)
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Telephone Number	02921921620
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

How many people in total did the service provide care and support to during the last financial year?	11	

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	33.17

Complaints

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Fees Charged

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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service prov ided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

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.	Clients are engaged with continually through face to face and vi rtual engagement with both the nurse and care manager overs eeing the client's care and also with the Registered Manager. T he Responsible Individual also visits as per regulations to ensur e an independent person is requesting feedback about the ser vice. A formal feedback process is also in place where feedback is g athered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from this will be discussed with the registered manager and appropriate actions taken to improve the service where required. These acti ons are monitored with the Head of Governance and any lesso ns learnt from across the division shared to ensure continual im provement. Both clients and staff feel they are supported and given the op portunity to give feedback about the services they received. Th ere is an escalation process in place. Feedback from clients an d family said that they felt really well supported of both their ne eds and also to support their independence. Client who wanted to actively participate in social activities outside of the home we re happy that they were supported to do this and felt that the c are staff went out of their way to support them meeting their go als and outcomes.
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.	All client's care needs are reviewed a minimum of 3 monthly or more frequently as needs change. Client's and/or their family a nd/or advocates are at the centre of planning their care and inv olved at all stages. Care is focused around client outcomes and meeting those needs of the clients. The Company has just introduced a digital platform for all client and staff records. Staff are currently involved in the transition a nd transferring all client and staff information across to the platf orm. Staff commented to say how they liked the new processes and systems. All clients have an Operations Manager and a nurse overseein g each package of care. They are responsible for the day to da y management for each package of care and for the managem ent of the staff working with those clients. They are responsible for the on going review of care and to ensure that the client's c are needs and outcomes are met and that regulations are met. Staff and clients commented to say they have regular contact a nd visits from both the care manager and the nurse and that an y concerns they had were dealt with and feel that they are hear d. Clients explained how the carers supported them maintaining th eir independence and in the accessing social activities which th ey enjoyed.

The extent to which people feel safe and protected from abuse and neglect.	Staff receive safeguarding training. There are up to date policie s and procedures in place for all staff. Up to date training and c ompetencies for staff can be evidenced. There are two fully trai ned Registered Nurses in position that are responsible for the c linical oversight and clinical management of the service and clie nts. All staff receive training in medications management and appro priate competencies are completed for staff. There is a robust incidents and complaints reporting system in place with clear escalation procedures for the management of i ncidents and complaints and serious incidents/adverse events. The company have just migrated across to a digital platform for all staff and client records. This includes an incident and compl aints reporting system. There is a robust process in place for th e management of incidents and complaints using this platform a nd the escalaltion processes both in and out of hours to ensure these are managed safely. Medication management is managed via the new digital platfor m. The new platform gives added assurances around the delive ry of safe care and supports the additional monitoring of care d elivery and services Client and family feedback is that they feel supported by their c are staff and that the training is very good for the care staff to d eliver safe effective care. Clients are aware of the complaints pr ocedure and how to escalate concerns. They feel listened to by the operational and clinical staff and feel that any concerns are dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and from learning lessons the Company.
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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)

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
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	d 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 who have the required qualification to be registered with Social Care Wales as a Service	1 0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this	0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type?	0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type?	0 No Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type?	0 No Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the posi	0 No Yes

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	0	
Positive Behaviour Management	0	
Food Hygiene	0	
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	d 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 social care worker		
No. of staff working towards the required/recommended qualification	0	
Senior social care workers providing direct care		
Does your service structure include roles of this type? Yes		
Important: All questions in this section relate spe stated, the information added should be the pos	crifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.	
Filled and vacant posts		
No. of staff in post	36	
No. of posts vacant	3	
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories	

Induction	6
Health & Safety	33
Equality, Diversity & Human Rights	32
Manual Handling	6
Safeguarding	33
Dementia	5
Positive Behaviour Management	0
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	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	36
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	6
Other social care workers providing direct care	
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

Service Details

Name of Service

Advantage Healthcare South Wales and West (Cwm Taf)

Telephone Number	02921921620
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?	6	
--	---	--

Fees Charged

The minimum hourly rate payable during the last financial year?	19.81	
The maximum hourly rate payable during the last financial year?	30.77	

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service prov ided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pro-	ovision 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 <u>guidance</u> 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.

have choice about their care and support, and opportunities are made available to them.	rtual engagement with both the nurse and care manager overs eeing the client's care and also with the Registered Manager. he Responsible Individual also visits as per regulations to ensu e an independent person is requesting feedback about the service. A formal feedback process is also in place where feedback is g athered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from thi will be discussed with the registered manager and appropriate actions taken to improve the service where required. These ac ons are monitored with the Head of Governance and any less ns learnt from across the division shared to ensure continual in provement. Both clients and staff feel they are supported and given the op portunity to give feedback about the services they received. T ere is an escalation process in place. Feedback from clients a d family said that they felt really well supported of both their ne eds and also to support their independence. Client who wanter to actively participate in social activities outside of the home wi re happy that they were supported to do this and felt that the of are staff went out of their way to support them meeting their go als and outcomes.
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.	All client's care needs are reviewed a minimum of 3 monthly of more frequently as needs change. Client's and/or their family nd/or advocates are at the centre of planning their care and ir olved at all stages. Care is focused around client outcomes ar meeting those needs of the clients. The Company has just introduced a digital platform for all clien and staff records. Staff are currently involved in the transition nd transferring all client and staff information across to the pla orm. Staff commented to say how they liked the new processe and systems. All clients have an Operations Manager and a nurse overseein g each package of care. They are responsible for the day to y management for each package of care and for the manager ent of the staff working with those clients. They are responsibl for the on going review of care and to ensure that the client's are needs and outcomes are met and that regulations are me Staff and clients commented to say they have regular contact nd visits from both the care manager and the nurse and that a y concerns they had were dealt with and feel that they are head d. Clients explained how the carers supported them maintaining eir independence and in the accessing social activities which the ey enjoyed.
The extent to which people feel safe and protected from abuse and neglect.	Staff receive safeguarding training. There are up to date polic s and procedures in place for all staff. Up to date training and ompetencies for staff can be evidenced. There are two fully tr. ned Registered Nurses in position that are responsible for the linical oversight and clinical management of the service and cl nts. All staff receive training in medications management and appr priate competencies are completed for staff. There is a robust incidents and complaints reporting system ir place with clear escalation procedures for the management of ncidents and complaints and serious incidents/adverse events The company have just migrated across to a digital platform for all staff and client records. This includes an incident and comp aints reporting system. There is a robust process in place for e management of incidents and complaints using this platform nd the escalaltion processes both in and out of hours to ensur- these are managed safely. Medication management is managed via the new digital platfor m. The new platform gives added assurances around the deliv- ry of safe care and supports the additional monitoring of care elivery and services Client and family feedback is that they feel supported by their are staff and that the training is very good for the care staff to eliver safe effective care. Clients are aware of the complaints ocedure and how to escalate concerns. They feel listened to the the operational and clinical staff and feel that any concerns ard dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and these are shared across the Company.

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	5
31 March)	

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.

Does your service structure include roles of this	Yes	
type?		
Important: All questions in this section relate s stated, the information added should be the p	pecifically to this role type only. Unless otherwise osition as of the 31st March of the last financial ye	
Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
provided is only a sample of the training that r	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	
Manual Handling	1	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
Contractual Arrangements		
No. of permanent staff	1	
No. of Fixed term contracted staff	0	
No. of volunteers	0	
No. of America (Decile of 10	0	
No. of Agency/Bank staff	3) 0	

	-
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
Important: All questions in this section relate spe stated, the information added should be the posi	cifically to this role type only. Unless otherwise tion 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 years Set out the number of staff who undertook relevat provided is only a sample of the training that may can be added to 'Please outline any additional tr	ant training. The list of training categories y have been undertaken. Any training not listed
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 2 0 2 2 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 2
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 2 2 0 0 0 0 0 0 0 0 0 0 2 2 2 2 0 0 0 0 0 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of pixed term contracted staff No. of volunteers	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 0 0 2 2 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 2 2 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0 0 2 2 0
Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tr not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff No. of permanent staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	ant training. The list of training categories y have been undertaken. Any training not listed aining undertaken pertinent for this role which is 0 2 2 2 2 2 0

0
0
No
Yes
ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
23
3
4
28
27
26
28
28 0
0
0 0
0 0
0 0
0 0 0 0
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
0 0 0 0 0 0 0
0 0 0 0 0 0 0 0 0
0 0 0 0 0 0 0 0 0 0 0
0 0 0 0 0 0 0 0 0 0 0

Other social care workers providing direct care	
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

antage Healthcare South Wales and West (Gwent)
21921620
lish Medium
2

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2	
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.17	
The maximum hourly rate payable during the last financial year?	25.53	

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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service prov ided. All clients are involved in their care planning and consent is sought prior to any care being delivered.

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 <u>guidance</u> 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.	Clients are engaged with continually through face to face and vi rtual engagement with both the nurse and care manager overs eeing the client's care and also with the Registered Manager. T he Responsible Individual also visits as per regulations to ensur e an independent person is requesting feedback about the ser vice. A formal feedback process is also in place where feedback is g athered on a 4 monthly basis. This information can be gathered by any of the care/management team and any actions from this will be discussed with the registered manager and appropriate actions taken to improve the service where required. These acti ons are monitored with the Head of Governance and any lesso ns learnt from across the division shared to ensure continual im provement. Both clients and staff feel they are supported and given the op portunity to give feedback about the services they received. Th ere is an escalation process in place. Feedback from clients an d family said that they felt really well supported of both their ne eds and also to support their independence. Client who wanted to actively participate in social activities outside of the home we re happy that they were supported to do this and felt that the c are staff went out of their way to support them meeting their go als and outcomes.
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.	All client's care needs are reviewed a minimum of 3 monthly or more frequently as needs change. Client's and/or their family a nd/or advocates are at the centre of planning their care and inv olved at all stages. Care is focused around client outcomes and meeting those needs of the clients. The Company has just introduced a digital platform for all client and staff records. Staff are currently involved in the transition a nd transferring all client and staff information across to the platf orm. Staff commented to say how they liked the new processes and systems. All clients have an Operations Manager and a nurse overseein g each package of care. They are responsible for the day to da y management for each package of care and for the managem ent of the staff working with those clients. They are responsible for the on going review of care and to ensure that the client's c are needs and outcomes are met and that regulations are met. Staff and clients commented to say they have regular contact a nd visits from both the care manager and the nurse and that an y concerns they had were dealt with and feel that they are hear d. Clients explained how the carers supported them maintaining th eir independence and in the accessing social activities which th ey enjoyed.

The extent to which people feel safe and protected from abuse and neglect.	Staff receive safeguarding training. There are up to date policie s and procedures in place for all staff. Up to date training and c ompetencies for staff can be evidenced. There are two fully trai ned Registered Nurses in position that are responsible for the c linical oversight and clinical management of the service and clie nts. All staff receive training in medications management and appro priate competencies are completed for staff. There is a robust incidents and complaints reporting system in place with clear escalation procedures for the management of i ncidents and complaints and serious incidents/adverse events. The company have just migrated across to a digital platform for all staff and client records. This includes an incident and compl aints reporting system. There is a robust process in place for th e management of incidents and complaints using this platform a nd the escalaltion processes both in and out of hours to ensure these are managed safely. Medication management is managed via the new digital platfor m. The new platform gives added assurances around the delive ry of safe care and supports the additional monitoring of care d elivery and services Client and family feedback is that they feel supported by their c are staff and that the training is very good for the care staff to d eliver safe effective care. Clients are aware of the complaints pr ocedure and how to escalate concerns. They feel listened to by the operational and clinical staff and feel that any concerns are dealt with appropriately. The service has a process in place for the management of complaints and from learning lessons from any incidents and complaints and from learning lessons the Company.
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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)

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	
Manual Handling	1	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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 fixe		
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 who have the required qualification to be registered with Social Care Wales as a Service	1 0	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this	0	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type?	0	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type?	0 No Yes cifically to this role type only. Unless otherwise	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type?	0 No Yes	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the pos	0 No Yes cifically to this role type only. Unless otherwise	

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	0
Positive Behaviour Management	0
Food Hygiene	0
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 fixe No. of full-time staff (35 hours or more per week)	ed term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	2
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	2 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	2 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	2 0 0
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Senior social care workers providing direct care Does your service structure include roles of this	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Senior social care workers providing direct care Does your service structure include roles of this type?	
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Senior social care workers providing direct care Does your service structure include roles of this type? Other social care workers providing direct care	2 0 0 0 0

Service Details

Name of Service	Advantage Healthcare South Wales and West (West Glamorga
	n)

Telephone Number	02921921620
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?	0
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Fees Charged		
The minimum hourly rate payable during the last financial year?	0	
The maximum hourly rate 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?	no clients were supported in this area in the last financial year

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 <u>guidance</u> 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.	no clients were supported in the financial year from West glamo rgan
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.	no clients were supported in the financial year from West glamo rgan
The extent to which people feel safe and protected from abuse and neglect.	no clients were supported in the financial year from West glamo rgan

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)

Service Manager

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

Does your service structure include roles of this	
type?	

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.

Yes

Filled and vacant posts		
No. of staff in post	1	
No. of posts vacant	0	
	ast financial year for this role type.	
provided is only a sample of the	undertook relevant training. The list of training categories training that may have been undertaken. Any training not listed any additional training undertaken pertinent for this role which is	
provided is only a sample of the can be added to 'Please outline	training that may have been undertaken. Any training not listed	
provided is only a sample of the can be added to 'Please outline not outlined above'.	training that may have been undertaken. Any training not listed any additional training undertaken pertinent for this role which is	
provided is only a sample of the can be added to 'Please outline not outlined above'.	training that may have been undertaken. Any training not listed any additional training undertaken pertinent for this role which is	

Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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 fixe	d term contact staff by hours worked per we
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?	No
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?	No
Other social care workers providing direct care	
Other social care workers providing direct care Does your service structure include roles of this type?	No
Does your service structure include roles of this	No

Service Details

Name of Service	Advantage Healthcare South Wales and West (West Wales)
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Telephone Number	02921921620
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?	0

Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

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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?	During the financial year, regular client feedback was carried out. During the financial year, the Company moved across to a digital electronic system for documentation. This includes a "voice of the customer" feedback which is completed 3 times yearly. In addition to this, a client engagement survey was carried out in the financial year gathering feedback from all of our clients on the service prov ided. All clients are involved in their care planning and consent is sought prior to any care being delivered

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 <u>guidance</u> 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.	No clients were supported by the service in the financial year
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.	No clients were supported by the service in the financial year
The extent to which people feel safe and protected from abuse and neglect.	No clients were supported by the service in the financial year

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 p	posts at tl	he service (as at
31 March)					-

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.

0

The information entered should relate to the period during which the staff member has been working for the provider only.

ff Type	Service Manager	Service Manager				
	Does your service structure include roles of type?	this 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				
	provided is only a sample of the training	ncial year for this role type. ok relevant training. The list of training categories that may have been undertaken. Any training not liste litional training undertaken pertinent for this role which				
	Induction	0				
	Health & Safety	1				
	Equality, Diversity & Human Rights	1				

Manual Handling	1	
Safeguarding	1	
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	
Please outline any additional training undertaken pertinent to this role which is not outlined above.		
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 fixe	d 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?	No	
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?	No	
Other social care workers providing direct care		
Does your service structure include roles of this type?	No	
Other types of staff		