## Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.
>
> This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

| | |
|---|---|
| Provider name: | Arian Care Limited |
| The provider was registered on: | 18/12/2018 |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider |

| The regulated services delivered by this provider were: | **Arian Care** | |
|---|---|---|
| | Service Type | Domiciliary Support Service |
| | Type of Care | None |
| | Approval Date | 18/12/2018 |
| | Responsible Individual(s) | Joeyne Maskell |
| | Manager(s) | Joeyne Maskell |
| | Partnership Area | Gwent |
| | Service Conditions | There are no conditions associated to this service |

## Training and Workforce Planning

| | |
|---|---|
| Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider | All staff have a full training matrix that is audited every month to ensure that all training needs are identified and met within the current guidance. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | The company ensures that staff are retained by holding regular meetings and providing the necessary support in line with current guidance. Arian Care is dedicated to supporting the professional development of all staff and has in place systems to help staff develop their skills set. Arian Care recruits staff via the use of social media, on-line recruitment platforms as well as word of mouth. |

## Service Profile

### Service Details

| | |
|---|---|
| Name of Service | Arian Care |

| | |
|---|---|
| Telephone Number | 01633633413 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| Other languages used in the provision of the service | We have staff that are fluent in Polish and a number of staff that have a good level of Welsh. |

## Service Provision

## People Supported

| | |
|---|---|
| How many people in total did the service provide care and support to during the last financial year? | 198 |

## Fees Charged

| | |
|---|---|
| The minimum hourly rate payable during the last financial year? | 17.49 |
| The maximum hourly rate payable during the last financial year? | 21.52 |

## Complaints

| | |
|---|---|
| What was the total number of formal complaints made during the last financial year? | 6 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 1 |
| Number of complaints partially upheld | 2 |
| 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? | At the start of each package of care and support all individuals receive a full, in-dept and unique care and support plan that is completed in full consultation with the individual and their families / next of kin. This plan contains all details pertaining to how the individual would like their care and support needs met. All individuals are visited four times a year by a member of the management team to obtain feedback on how their care and support plan is being delivered, review the current plan and support the individual to feedback to the company. Each individual also receives an annual quality assurance questionnaire form and is asked to complete and return to the company, this form can be completed anonymously and returned to the company to form part of the quality assurance report, this is also issued to all individuals once completed. The RI of the company also consults with individuals to obtain feedback on the service as part of the process for completing RI visits. |

## Communicating with people who use the service

| Identify any non-verbal communication methods used in the provision of the service | |
|---|---|
| Picture Exchange Communication System (PECS) | No |
| Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH) | No |
| Makaton | No |
| British Sign Language (BSL) | No |
| Other | No |

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

| | |
|---|---|
| The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them. | All individuals are encouraged and supported to have choice and control over their care and support needs by being supported to have as full involvement as possible is all aspects of care planning and delivery. This is undertaken by involving individuals in the writing of their care and support plan and documentation all their individual requirements and preferences. All individuals are visited by a member of management every twelve weeks to review the plans in place and ensure needs and requirements are still being met. |
| 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. | Within the care planning and reviewing processes within the company all individuals are supported to ensure that they are happy with the care and support that is in place. Individuals are advised of the process in place in the event that they wish to make a complaint and in the event that they do raise a complaint are fully supported through the process. Staff are trained to look for any changes in the personality / mental well being / general health of each of the individuals that they support and are required to make reports into the office so that actions of support can be taken. |
| The extent to which people feel safe and protected from abuse and neglect. | All staff are trained in adult safeguarding to ensure that all individuals are supported to feel safe and protected from abuse and neglect.<br>All staff are fully DBS checked, vetted and trained to ensure individuals using the service are safeguarded. Staff also receive regular supervision, spot checks and updated training to ensure practice is inline with requirements. |

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) | 26 |

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 | 1 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Supervision training, Professional boundaries DRIVING FOR BUISNESS FIRE SAFETY FIRST AID Level three first aid at work HAZARDOUS SUBSTANCES FOOD SAFETY A/B INFECTION CONTROL COVID WHAT COVID AWARENESS COVID VACCINE COSHH DUTY OF CARE PERSON CETNTRE PLANNING COMMUNICATION AND DOCUMENTATION PRIVACY AND DIGNITY MEDICATION AWERNESS 2022 FOOD SAFETY 2022 |

### Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 1 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

### Outline below the number of permanent and fixed term contact staff by hours worked per week.

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 0 |
| No. of part-time staff (16 hours or under per week) | 0 |

### Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager | 0 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 1 |

### Deputy service manager

| | |
|---|---|
| Does your service structure include roles of this type? | No |

### Other supervisory staff

| | |
|---|---|
| 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 | 3 |
| 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 | 3 |
| Equality, Diversity & Human Rights | 3 |
| Manual Handling | 3 |
| Safeguarding | 3 |
| Dementia | 3 |
| Positive Behaviour Management | 3 |
| Food Hygiene | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Supervision training, Professional boundaries DRIVING FOR BUISNESS FIRE SAFETY FIRST AID Level three first aid at work - (completed by one staff member in this section) HAZARDOUS SUBSTANCES FOOD SAFETY A/B INFECTION CONTROL COVID WHAT COVID AWARENESS COVID VACCINE COSHH DUTY OF CARE PERSON CETNTRE PLANNING COMMUNICATION AND DOCUMENTATION PRIVACY AND DIGNITY MEDICATION AWERNESS 2022 FOOD SAFETY 2022 |

## Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 3 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

Outline below the number of permanent and fixed term contact staff by hours worked per week.

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 1 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 0 |

## Staff Qualifications

| | |
|---|---|
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 3 |
| 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 specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

| | |
|---|---|
| No. of staff in post | 2 |
| No. of posts vacant | 0 |

> Training undertaken during the last financial year for this role type.
>
> Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

| | |
|---|---|
| Induction | 0 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Dementia | 2 |
| Positive Behaviour Management | 2 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Supervision training, Professional boundaries DRIVING FOR BUISNESS FIRE SAFETY FIRST AID HAZARDOUS SUBSTANCES FOOD SAFETY A/B INFECTION CONTROL COVID WHAT COVID AWARENESS COVID VACCINE COSHH DUTY OF CARE PERSON CETNTRE PLANNING COMMUNICATION AND DOCUMENTATION PRIVACY AND DIGNITY MEDICATION AWERNESS 2022 FOOD SAFETY 2022 |

> Contractual Arrangements

| | |
|---|---|
| No. of permanent staff | 2 |
| No. of Fixed term contracted staff | 0 |
| No. of volunteers | 0 |
| No. of Agency/Bank staff | 0 |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 |

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

| | |
|---|---|
| No. of full-time staff (35 hours or more per week) | 0 |
| No. of part-time staff (17-34 hours per week) | 2 |
| No. of part-time staff (16 hours or under per week) | 0 |

> Staff Qualifications

| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 2 |
|---|---|
| No. of staff working towards the required/recommended qualification | 0 |

| Other social care workers providing direct care | |
|---|---|
| Does your service structure include roles of this type? | Yes |

> Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

> Filled and vacant posts

| No. of staff in post | 30 |
|---|---|
| No. of posts vacant | 5 |

> 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 | 42 |
|---|---|
| Health & Safety | 30 |
| Equality, Diversity & Human Rights | 30 |
| Manual Handling | 30 |
| Safeguarding | 30 |
| Dementia | 30 |
| Positive Behaviour Management | 30 |
| Food Hygiene | 30 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Professional boundaries<br>DRIVING FOR BUISNESS<br>FIRE SAFETY<br>FIRST AID<br>HAZARDOUS SUBSTANCES<br>FOOD SAFETY A/B<br>INFECTION CONTROL<br>COVID WHAT<br>COVID AWARENESS<br>COVID VACCINE<br>COSHH<br>DUTY OF CARE<br>PERSON CETNTRE PLANNING<br>COMMUNICATION AND DOCUMENTATION<br>PRIVACY AND DIGNITY<br>MEDICATION AWERNESS 2022<br>FOOD SAFETY 2022 |

> Contractual Arrangements

| No. of permanent staff | 30 |
|---|---|
| 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 | 25 |

> Outline below the number of permanent and fixed term contact staff by hours worked per week.

| No. of full-time staff (35 hours or more per week) | 16 |
|---|---|
| No. of part-time staff (17-34 hours per week) | 14 |

| | |
|---|---|
| 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 | 28 |
| No. of staff working towards the required/recommended qualification | 2 |

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