

Annual Return 2022/2023

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	Complete Care and Enablement Services Ltd and CareTech Community Services Limited	
The provider was registered on:	29/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Complete Care and Enablement Services Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/05/2019
	Responsible Individual(s)	Deana Whittle
	Manager(s)	Carina Williams
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Mandatory Training Courses Include, Medication, Emergency First Aid, Fire Training, Food Safety, Infection Control, Manual Handling, Safeguarding, Maybo, Mental Capacity Act, Dols As A Company, We Are Afforded The Use Of Our Internal Training Centre And Source Specialist And Bespoke Training, In Line With The Individual They Are Supporting. Staff Are Expected To Obtain Or Working Towards Qcf Level 2 Or 3, Health And Social Care Depending On Experience And Role, Team Leaders/seniors QCF 4/5
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our regional resourcing team (with advanced training on safer recruitment processes) support local managers with this process. Our organisations safe recruitment policy is upheld at all times. We have introduced the Real Living Wage, offered recruitment bonus such as Refer a friend (£100) and Welcome Bonus (£500). Have begun processes of offering Visa Sponsorships and links with overseas workers. We offer flexi working contracts and opportunities for development for all our employees

Service Profile

Service Details

Name of Service	Complete Care and Enablement Services Limited
Telephone Number	01352711569
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?	20
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	13.98
The maximum hourly rate payable during the last financial year?	19.21

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?	Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	No

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>The individuals to whom we provide support have regular 1:1 meetings with their staff and the manager, alongside this, As the RI visits, each service receives a visit once per quarter, and I meet with the individuals. My contact details as RI are also provided to every individual to whom we provide support. We have a quality assurance programme in place, that means that there is also regular visits to people's homes by both our compliance and quality colleagues. We also complete an annual satisfaction survey for all people using our service. We hold regular reviews with each person, and support plans are produced with the individual, identifying goals and targets to work towards, but also looking at dreams and aspirations. We also have a dedicated F2SU (Freedom to speak up champion) whose details are provided at every service.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We meet regularly with all individual's, to review any health needs and to discuss well-being. We look at what outcomes people wish to achieve and create a bespoke care plan, in complete collaboration with that person, there is a health and well being section contained. The plans are goal orientated, and focus on what people can already do for themselves, but also, what they would like to learn to do with staff support, in terms of reaching higher levels of independence within specific areas of their lives.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a safeguarding policy and procedures in place for reporting. All staff receive safeguarding training Safeguarding is an agenda item in team meetings and supervision. All safeguarding's are reported according to local, national and corporate procedure. Safeguarding's are recorded internally on a monthly report. The Locality Manager and operational director review this. Progression is tracked and outcomes and lessons learned reviewed at local and corporate level. The All Wales Safeguarding App poster is displayed in the premises and all staff are encouraged to download this to their mobile devices. We ensure that people we support are kept involved and informed in the safeguarding process. We support people to access advocacy services where required. Where people may have trauma or be distressed, we support to access psychology/ therapeutic intervention. Support is provided at a level to meet individuals understanding. We keep a DoLS tracker as part of our monthly reporting. Our staff receive training for equality and diversity. We provide PBS training modules to ensure that our staff support people using positive and non-discriminatory language and practice. Observational supervision is also used as a tool to identify good and poor practice. We have a staff engagement survey. This is collated centrally by the company and allows staff to feedback about all areas of employment including support, ethos, training, opportunity and trust. This ensures that staff have a confidential opportunity to raise concerns about services or management and prevent abusive or institutional practice.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>23</p>
---	-----------

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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care planning Workshop Management Coaching programme KPI training, Dylos training, Fire training managers and designated individuals Epilepsy Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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
<p>Staff Qualifications</p>	

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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	2
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Management Coaching programme Fire training managers and designated individuals Epilepsy Autism Understanding Data Protection First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements	
No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a 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	20
No. of posts vacant	4
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	7
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	20
Safeguarding	20
Dementia	0
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Understanding Epilepsy Data Protection Fire Safety First Aid Information Governance Learning Disability Awareness Manual Handling Objects MCA DoLs Oliver McGowan Training Prevent Working at height awareness MAYBO
Contractual Arrangements	
No. of permanent staff	20
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	4
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	12
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	4
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No