

# 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:	All Care (South Wales) Ltd	
The provider was registered on:	24/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	All Care (South Wales) Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/04/2019
	Responsible Individual(s)	Keri Llewellyn
	Manager(s)	
	Partnership Area	Cardiff and Vale
	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	Staff training needs start at induction which allows us to check, verify any previous training and skills and create a bespoke plan for individual staff members. All staff have their training needs revisited periodically at supervision and appraisal meetings along with any other needs identified in between. Last year we researched and implemented a new Training Portal (Access Learning) which all staff have joined. This Portal allows staff to manage keep a record of their own CPD and progress.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been the toughest I have known in 30 years. All Care has run drop in sessions, used flyers, adverts in local press, social media and We Care Wales sites to advertise. We have only had minimal success. We have focussed on terms and conditions, staff wellbeing and other support to try and stop staff leaving for better jobs. Despite all this we have lost over 50% of our workforce during the past year.

## Service Profile

### Service Details

Name of Service	All Care (South Wales) Ltd
Telephone Number	01446735656
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?	112
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### Fees Charged

The minimum hourly rate payable during the last financial year?	15.45
The maximum hourly rate payable during the last financial year?	24.66

### 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	3
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?	All Customers are visited and reviewed regularly. Staff are vigilant and proactive in reporting any dissatisfaction. The RI visits a selection of Customers both randomly and on request as well as chatting to customers and their relatives at the various community activities we organise.

### 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)	Yes
Makaton	Yes
British Sign Language (BSL)	Yes
Other	No

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

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 Care is the partner of the Vale of Glamorgan Council having jointly designed and now developing further the outcomes focused domiciliary care pilot / way of working - "Your Choice". This way of working puts the individual in control of their care and support and allows flexibility. It reduces bureaucracy and truly gives people the support they need at the time they need it. We work with families to maximise their contribution and it is evident that this makes a huge difference, with wellbeing as a result. This model of working encourages staff at all levels to be innovative in their approach to care and opens doors previously closed to those in receipt of services. This can be evidenced by reviews undertaken.

<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>As part of "Your Choice", we adopt a strengths-based approach and take time to encourage and support individuals to lead fulfilled lives. This can be evidenced by assessments, personal plans, risk management, case recording and logged phone calls and reviews. This is coupled with shared successes via our internal communications with all staff. We also keep a "Compliments file" for the "thank you letters", which we have many. Additionally, the management team receive excellent verbal feedback relating to this 'quality' area from all stakeholders.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Putting individuals in charge of their service goes a long way to assisting them to have a voice. They are encouraged and supported to feedback on all aspects of their service, we believe this empowered approach along with regular reviews and good staff communication channels supports a safe provision of service for individuals. This can be evidenced by review paperwork, questionnaires and phone calls logged to the office.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>43.50</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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>2</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<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>	
	<p>Induction</p>	<p>0</p>
	<p>Health &amp; Safety</p>	<p>2</p>
	<p>Equality, Diversity &amp; Human Rights</p>	<p>2</p>
<p>Manual Handling</p>	<p>1</p>	
<p>Safeguarding</p>	<p>1</p>	
<p>Dementia</p>	<p>2</p>	

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lots of Role specific training and activity this year. These 2 staff were deputies that have been managing the service under my direction since the last manager left. Posts recently formally confirmed.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	1
Dementia	3

Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HEIW Medication Training Basic Life Support
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)	3
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	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	0
No. of posts vacant	1
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A

<b>Contractual Arrangements</b>	
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	0
<b>Staff Qualifications</b>	
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?	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.	
<b>Filled and vacant posts</b>	
No. of staff in post	60
No. of posts vacant	10
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	10
Health & Safety	12
Equality, Diversity & Human Rights	10
Manual Handling	30
Safeguarding	15
Dementia	25
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Condition Specific training IT training Personal Outcomes Training Positive Risk Management
<b>Contractual Arrangements</b>	
No. of permanent staff	60
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	50

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)	27
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	18
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
No. of staff working towards the required/recommended qualification	12
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Payroll & HR Manager - Responsible for all Employee Records and wages Accounts Manager - Manages and performs all accounting functions Care Coordinator - Responsible for maintaining and operating the Care Management and Rostering System Maintenance Officer - Site Maintenance responsibility
Filled and vacant posts	
No. of staff in post	6
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	6
Equality, Diversity & Human Rights	3
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control Training and Covid -19 Awareness
Contractual Arrangements	
No. of permanent staff	6
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)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;"> <b>Staff Qualifications</b> </div>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	0