

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 Saints DC Ltd	
The provider was registered on:	23/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	All Saints DC Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/11/2018
	Responsible Individual(s)	Maxine Oguz
	Manager(s)	Angela Smith
	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	We continuously monitor training needs by way of appraisals, supervision, and spot checks. We ensure training is given or updated to suit the needs of service users and additional training is given if needs are identified. All staff complete mandatory training and continue to develop their knowledge through refresher courses. We use a range of training tools such as online training, in person seminars, refreshers courses and training on site.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We continuously advertise for recruitment to ensure we continue to provide the service to the highest standard we recruit by using social media, advertisements, local businesses and website. Staff feedback is vital for retention and ensuring we can provide job satisfaction, we engage with staff regularly to ensure opportunity is given to encourage feedback whether this be in staff meetings or supervisions feedback is a crucial part to ensuring ideas and opinions are listened to and acted on.

Service Profile

Service Details

Name of Service	All Saints DC Ltd
Telephone Number	02920514414
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?	139
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.50
The maximum hourly rate payable during the last financial year?	21.50

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	1
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	reviews telephone consultation service user guide complaints policy letters

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.

We currently use a range of methods to monitor service-provision and review standards to ensure that the Service we deliver remains of the highest standard. all feedback is welcomed and taken seriously whether it be positive or negative. we strive to ensure all service users/representatives feel listened too in order to do this we do not just use one tool, system or process to gather feedback but gather information from all sources to enable to see the fuller picture. service users/ representatives input is vital during the initial assessment stage to allow us to understand and meet their individual needs and ensure personal outcomes are met. services user/representative input/feedback is obtained regularly to ensure personal targets are being met and choices upheld. The outcome from information gathered has been positive.

<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 recognise the importance of acknowledging good practices. We understand that to enable us to provide a service to a high standard we need to ensure that we form good working relationship with service users and other third parties who are involved, this includes the Service User, family, representative, carers, health sector and the Local Council. From the onset we sure that good communication lines are set up and expectations are understood. In doing so we acknowledge it is vital to a service user's wellbeing that they are seen as an individual with experiences and opinions. We strive to ensure each service user/ representative feel valued and be offered opportunities and support to express themselves. We ensure these needs are met by reviewing, offering surveys and welcoming feedback. Feedback and responses have overall been positive.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>To enable us to ensure all service users feel protected it is vital a good working relationships and trust is formed from the outset. We ensure that all staff receive ongoing support and training to ensure their knowledge is kept up to date and to ensure care staff can recognise any signs of abuse. All care staff receive an enhanced DBS check before commencing employment. The Organisation recognises and appreciates the vulnerability of its Service Users and of the need to ensure that their welfare and safety is protected. It is vital services users/ representatives feel secure within the care and support received and feel supported enough to express concerns or report and issue. We ensure all service users are aware and understand our safeguarding policies and aware of any support available to them. A full list of local authorities is printed in our statement of purpose/complaints policy and is read through to ensure it is understood and a copy is left with the service user.</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>24</p>
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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>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	0
Food Hygiene	1
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 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
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Other supervisory staff

Does your service structure include roles of this type?	Yes
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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	4
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	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	4
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)	1
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	1

Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	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.	

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	3

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

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	48
No. of posts vacant	3

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	21
Equality, Diversity & Human Rights	21
Manual Handling	21
Safeguarding	21

Dementia	21
Positive Behaviour Management	21
Food Hygiene	21
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	48
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	46
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