

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:	Angeni Support Ltd	
The provider was registered on:	12/10/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Angeni Support	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/10/2020
	Responsible Individual(s)	Beverley Wade
	Manager(s)	Rachel Burvill
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Angeni Support	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/10/2020
	Responsible Individual(s)	Beverley Wade
	Manager(s)	Rachel Burvill
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	During the last financial year Angeni has moved from half face to face / eLearning due to covid to a full week face to face with specialist training added wherever possible. The training needs are identified and discussed at supervision and/or if any specific training client related conditions are identified E.G MND these are added as required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year Angeni has employed a dedicated HR and recruitment officer who manages the advertising, staff recruitment checks and availability in line with offer letter. Angeni have implemented a number of initiatives to help with staff retention, including increased salaries, health insurance, bonus schemes and free refreshments from local cafes while on shift.

Service Profile

Service Details

Name of Service	Angeni Support
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Telephone Number	07534420099
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Angeni offer Welsh , there are 10% staff who are Welsh speaking and 3 members of the management team are currently learning Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	110
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.97
The maximum hourly rate payable during the last financial year?	25.19

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Robust review process and an anonymous monkey survey questionnaire

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)	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.	During the last financial year Angeni Support has issued questionnaires to clients and families the outcomes received stated they felt their voices were heard and that Management responded to any anxieties as soon as they were aware. Angeni Support hold reviews with Clients and families at a minimum of 3monthly where their needs are discussed and any changes they require to the POC or the carers attending.
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.	The feedback received from Clients and their families are extremely positive, the anonymous questionnaires confirmed these findings. There are a large number of supervisors in post meeting clients in-between reviews for informal feedback gathering and responding to any requests.
The extent to which people feel safe and protected from abuse and neglect.	The clients all stated they felt safe and secure with their services, and that Angeni Support responds to any insecurities and acts appropriately to ensure that they are safe from Abuse and neglect.

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)	70

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	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	2
	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.	The service Manager has completed courses to up date CPD to include : Supervision and Appraisal , H health and Wellbeing ; Conflict management; Stroke awareness, Motor neuron Disease
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 Service Manager	1
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	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	6
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6

Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 3 Health and Social Care
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)	6
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	4
No. of staff working towards the required/recommended qualification	2
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?	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	60
No. of posts vacant	2
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	60
Health & Safety	60
Equality, Diversity & Human Rights	60
Manual Handling	60
Safeguarding	60
Dementia	60

Positive Behaviour Management	60
Food Hygiene	60
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Care and support staff are enrolled in specialist training to ensure they have full understanding of the conditions the clients are diagnosed with for example: Epilepsy and Buccal Stroke awareness Pressure ulcers Motor Neuron Disease COPD Challenging behavior's Mental Health and Wellbeing
Contractual Arrangements	
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	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)	50
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	10
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	40
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Angeni Support
Telephone Number	01443709590
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?	N/A service is currently dormant

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)	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.	N/A service is currently dormant
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.	N/A service is currently dormant
The extent to which people feel safe and protected from abuse and neglect.	N/A service is currently dormant

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) 0

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?	No
	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	
	Does your service structure include any additional role types other than those already listed?	No