

# 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:	Awel Homecare LTD	
The provider was registered on:	06/12/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Awel Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/12/2022
	Responsible Individual(s)	Rachel Ryland
	Manager(s)	Rachel Ryland
	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	Initial training is done via an online provider. New staff are encouraged to complete this training before they go out shadowing with a more experienced staff member. New staff are then given the Social Care Wales AWIF induction booklets to work on. There is very little face to face to training from training providers available. Staff have regular supervision where training progress and needs are discussed. Yearly updates to mandatory training are completed with our online provider.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Vacancies are advertised, we have had very little interest from local people. We have a sponsorship licence, which is working well. Candidates are highlighted, they complete an application form and attend an interview. We have recently updated our interview questions, which has improved the quality of the questions. Applicants who start with us attend train as mentioned in the previous box. Arrangements for retention are to have open communication routes, promotion prospects & support.

## Service Profile

### Service Details

Name of Service	Awel Homecare Ltd
Telephone Number	01824308010
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	39
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.89
The maximum hourly rate payable during the last financial year?	19.89

### 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?	We conduct bi yearly questionnaires to people who use the service and their relatives. Individuals and their relatives also know they can contact us at anytime to make a complaint or a compliment or ask questions. We are happy to take feedback from them and review and change practice as is needed.

### 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 continue to provide a responsive service to meet individual s' needs. This service is based on the wishes, choices and needs of the individual and their relatives. Our care staff are keen to ensure individual's voices are heard and their choices are met safely, if they can't be met safely, full explanations take place and alternatives are offered.
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.	Despite our struggle with District Nurses and GPs, we continue to support and maintain our individuals' health, development and well-being. We are keen to develop the company and ensure our staff have the knowledge and understanding to provide the best care and support we can.

The extent to which people feel safe and protected from abuse and neglect.

People have said they feel safe and protected from harm and a buse from us, it has been encouraging to hear that individuals are happy and feel safe to speak out if they need to. Staff have regular supervision and we are always looking for extra training . We continue to ensure any new polices, legislation, procedure s and communicated to our staff and training is provided.

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) 10

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. Articles read around practice, policy and legislation and any changes.

### 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?	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.	
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

Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	10
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	7
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	0
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none

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	10
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	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No