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:		Caredig Ltd	
The provider was registere	ed on:	12/06/2019	
The following lists the provider conditions:	There are no imposed conditions assoc	ciated to this p	rovider
The regulated services delivered by this provider	Caredig Care and Support		
were:	Service Type		Domiciliary Support Service
	Type of Care		None
	Approval Date		12/06/2019
	Responsible Individual(s)		Elin Higgins
	Manager(s)		Sarah Mills, Shirley Jones, Janet Featherstone
	Partnership Area		West Glamorgan
	Service Conditions		There are no conditions associated to this service

Training and Workforce Ranning

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 have undertaken Core Training and offered non core training plus qualifications to those needing it or wishing to undertake it. C ore training is for all grades and is grade specific, ensuring they h ave all the training they need to fulfill their roles and in line with le gislation. This can be provided.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise positions when we know they are becoming availabl e. Our HR department advertise them in several ways. A compete nt senior member of staff who has done the appropriate training, I eading the shortlisting, then interviewing with a senior colleague. Questions are relevant to the grade and the same questions aske d to all those being interviewed. Any successful applicants are de pendent on a clear DBS and references.

Service Profile

Name of Service	Caredig Care and Support	
Telephone Number	01792285900	
What is/are the main language(s) through which your service is provided?	English Medium	
Other languages used in the provision of the service	We have Welsh speakers	

People Supported	
How many people in total did the service provide care and support to during the last financial year?	151

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

Г

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	1
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?	Staff consult with service users by Scheme. This may be to provid e them with information or notify them of a change, or gather their thoughts on our service. People we work with are also invited to c omplete questionnaires to gather their feedback and opinion, whic h we can review and make any changes relevant. Service users al so have reviews at least quarterly regarding the support they rece ive, where they can also feedback any thoughts they have to us.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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 People using our services tell us that they feel that they are he have choice about their care and support, and opportunities ard and that staff take action based on their requests and feed are made available to them. back where possible . They fully participate in their care and su pport planning and feel they have a say in all aspects of their c are and support. Tenants feel fulfilled in their lives and the care and support they receive has made a difference to their quality of life. Opportunities are created for people by talking to them a nd listening to what it is they want. Staff will then source out opp ortunities where they can, to support people to live flourishing li ves.

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 overwhelming feedback is that people feel well supported i n all aspect of their physical and mental health. They feel staff are knowledgeable and caring and go above and beyond to en sure people have the best quality of life they can. Overall wellb eing is improved by the care and support offered and this is evi denced in the annual reviews and monitoring we undertake rout inely.
The extent to which people feel safe and protected from abuse and neglect.	People feel safer when when in receipt of care and support. Th ey have someone they can talk to should they be worried about any harm and staff will support them. Staff can monitor situation s and when they know the person really well they can see differ ences in behaviour, signs of abuse and neglect that may indica te harm, and can act on this. We have robust safeguarding pro cedures and reporting in place, that we follow to help protect pe ople from harm.

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)

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	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
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	d 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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this	0 Yes
qualification to be registered with Social Care Wales as a Service Manager Deputy service manager	
qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes
qualification to be registered with Social Care Wales as a Service Manager Deputy service manager Does your service structure include roles of this type? Important: All questions in this section relate spe	Yes cifically to this role type only. Unless otherwise
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental Capacity Act Complaints and Concerns PIE brief strategic family therapy Motivational Interviewing Mental health assessment Mental health conditions RHWA
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	d 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	2
-	
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0 Yes
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Yes
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type?	Yes cifically to this role type only. Unless otherwise
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pertinent to this role which is not outlined above.	Mental health assessment Complaints and compliments PIE solution focussed practice Motivational interviewing Mental Capacity Act
Contractual Arrangements	
No. of permanent staff	8
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
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	8
No. of staff working towards the required/recommended qualification	0
Does your service structure include roles of this	Yes
Senior social care workers providing direct care Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	
Does your service structure include roles of this type? Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental health assessment Complaints and compliments PIE solution focussed practice Motivational interviewing Mental Capacity Act Mental health conditions
Contractual Arrangements	
No. of permanent staff	11
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 fixe	d term contact staff by hours worked per week.
No. of full-time staff (35 hours or more per week)	8
No. of part-time staff (17-34 hours per week)	3
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	8
No. of staff working towards the required/recommended qualification	1
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	87
No. of posts vacant	1
Training undertaken during the last financial yea Set out the number of staff who undertook releva provided is only a sample of the training that ma	ar for this role type. ant training. The list of training categories
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr	ar for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
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Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental health assessment Complaints and compliments PIE solution focussed practice Motivational interviewing Mental Capacity Act Mental health conditions
Contractual Arrangements	
No. of permanent staff	87
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	44
No. of Non-guaranteed hours contract (zero hour staff	s) 2
Outline below the number of permanent and f	fixed term contact staff by hours worked per w
No. of full-time staff (35 hours or more per week)	41
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	41 46
	46
No. of part-time staff (17-34 hours per week)	46
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week	46 <>> 0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	46 <>> 0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	46 <> 0 41