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:	Care in Hands Ltd
The provider was registered on:	30/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Care in Hands

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/04/2019
Responsible Individual(s)	Delan Umanee
Manager(s)	Sheena Umanee
Partnership Area	West 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	As standard all employees receive an intensive five day induction programme, maintains a Practice Based Learning Book that they keep as an ongoing portfolio of practices they have achieved throughout their ongoing employment, registers with SCW and enrols on a level 2 qualification. Any additional training is identified by the operations team which planned and met by the training department using our Access training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The area manager completes a F56 report for each team then meets with the Operations team to determine recruitment requirements. HR then advertises and recruits locally and internationally. In November 2022 we increased our pay rates. We continued with shift pay, travelling out of area payment scheme, rewards and incentives however Pembrokeshire County Council new fee model will mean we cannot continue with this.

Service Profile

Service Details

Name of Service	Care in Hands

Telephone Number	01834811333
What is/are the main language(s) through which your service is provided?	English Medium with some billingual elements
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	312

Fees Charged

The minimum hourly rate payable during the last financial year?	29.87
The maximum hourly rate payable during the last financial year?	29.87

Complaints

What was the total number of formal complaints made during the last financial year?	4
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?	client and staff surveys, telephone questionnaires, newsletters, forums and social media

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. | Governance Arrangements - Organisational Chart
Office Rotas
Call Monitoring Team Rotas
On Call Senior out of hours rota & updated Job Description

Engagement with SU
Commissioning Process –
Initial Home Assessment/ Hospital Visit/ Assessment
1 week review – recorded on CM Observation Section
Reviews every 3 months on CM Observation section to include outcomes
Annual Care Review (F39) To include section on Feedback from Family and Service users Quality of Care Feedback & all Risk Assessments

We have restructured management team, breaking all area's into smaller teams allowing them to be able to concentrate solely on one area, giving them more time to get to know staff and service users. This has definitely resulted in SFS being able to carry out more home visits when there are issues, which is very positive

Daily Call Monitoring Handover at the end of each shift. See template for reporting functionalities.

Feedback Questionnaires sent 6 monthly
Spot Checks
Route Telephone Questionnaire
Complement Record

Views of Relevant Professionals
• Responses from Sharon John and Kasha Partridge (social workers)
• Response received from Andrew Lamb PCC Brokerage
• Survey sent to district nurses to inform them of Inspection and to seek feedback
• Performance monitoring from Local Authorities

Performance against Quality Standards
• ISO Business Management System – Auditing
• CM Performance Analysis – Missed visit reports, Functionality Reports, Continuity of Care reports, Planned V's Actual Reports, log in and out Reports
• F56 (Management Reporting) & F54 (Staffing V's Client Analysis)
• Contract Performance Review Meeting & Feedback dated 5th April 2022
• Provider Forums (List on QA Drive)

Rights of SU being Met
• Gillian Couch – she wants to know who the carers are on a weekly basis so we provide her this information
• Hazel Emens is a Jehovah Witness who can't accept male carers due to religion so we only provide female carers
• David Norris likes to watch football so we move his calls times to suit.

• Outcomes Reporting on CM within Observations
• Concerns & Complaints Log (F15)
• Incident Reporting Logs (F45)
• POVA Logs (F110)
• EMARS – all clients, tracking medication, changing dosage without visiting the property. Reduction in medication errors.
• Opus competency assessments
• Home Safety and Fire Safety agreed with SU on assessment
• Bilingual Documentation |

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.	Governance Arrangements QA Reports/ Audits Client feedback questionnaires Monthly Managers Branch focus meeting Operational meetings Staff meetings CM Team Meetings FS Forum Wellbeing Coach Complex Care Board Meetings Outcome focussed documentation Supervisions/ Spot checks Telephone Questionnaires Annual Reviews 1/4tly Outcomes Reviews Open Door Policy Drop-In Days for Care Staff Staff Survey Monkey Feedback Practice Based Learning Booklets and competency assessments. Charlotte – M&H trainer Shadowing Development of the daily handover report booklet. FS and SFS Stoma and catheter training We meet with OTs on a one-to-one basis for individual service users. PCC now have a complex care team that we work with but for more complex cases we hold MDT with all involved. Covid Guidance What area do we need to improve or develop further 1. Behavioural training - how to deal with difficult situations, how to listen and understand the clients' thoughts and feelings, and in turn this would help us overcome some of the more difficult situations we see. 2. Improve communication - A lot has already been done here, but consistent recordings of communication in the private notes including full name and telephone numbers of those we communicate with, thorough handovers especially when a colleague needs to pick something up in their absence. What specific actions are required 1. Gain feedback from area manager ask Llinos / Charlotte in training to source a course. 2. Area manager to speak to care teams.

The extent to which people feel safe and protected from abuse and neglect.	A summary of governance arrangements; Governance Arrangements Organisational Chart Office Rotas Management Structure SFS and FS Complex Care Team On Call Senior out of hours A summary of the views received from people who use the service; Telephone reviews Client Questionnaires and feedback Views of other relevant professionals; Stakeholder Survey Performance against quality standards. • ISO Business Management System – Auditing • CM Performance Analysis – Missed visit reports, Functionality Reports, Continuity of Care reports, Planned V's Actual Reports, log in and out Reports • F56 (Management Reporting) & F54 (Staffing V's Client Analysis) • Contract Performance Review Meeting & Feedback dated 5th April 2022 • Provider Forums (List on QA Drive) Evidence of the extent to which the rights of people who use the service are being met, such as people have a voice, ability to contribute to decisions that affect their lives, etc. 6 monthly client questionnaires Telephone reviews Regular reviews Clients can contact the office 6am-1030pm 365 Senior on call 24/7 • Any action taken to improve outcomes for people who use the service. 3 monthly reviews and updating care plans • Assessing the quality of plans in comparison with the care and support received by people who use the service; do they reflect choice and opportunities? • Effectiveness of staff engagement with those involved with the service. This could also include data in relation to staffing levels, and numbers of staff receiving related training, outcomes arising from evaluating the effectiveness of related training, supervision and/or appraisal outcomes. • Daily handovers • Staff meetings • Staff Online Survey • F54 Staffing Analysis • Training Matrix • Registration of Care Workers • Access Training App • Supervision and Annual Appraisal Report • Rhianna Supervision feedback 13/02/22 "Really positive feedback from carers for Charlotte (training department), Access training app has been positive and a good tool to stay on top of own CPD" • Job Progression Vacancies Mailer • New communication system with BT Staff member AA didn't notify us of her absence. AA has health issues. We contacted her son who said he didn't know where she was. We went to AA house who said she was tired. • Effectiveness of the service to promote an open and transparent culture. Staff meetings Open Door Policy Drop ins Staff Online Survey Client Telephone reviews and questionnaires

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)	98

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	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.	

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	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

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	17
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	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	17
Dementia	14
Positive Behaviour Management	12
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH eLearning Communication eLearning Creativity Data Protection UK including GDPR eLearning Dementia Awareness eLearning Diabetes Awareness eLearning Epilepsy eLearning Equality & Diversity eLearning Falls Prevention eLearning Fire Awareness eLearning First Aid eLearning Fluids & Nutrition eLearning Food Safety Level 1 eLearning Health & Safety eLearning Hoarding and Clutter eLearning Infection Prevention Control in Community Care eLearning Learning Disabilities eLearning Lone Working eLearning Managing Emotions Mental Health eLearning Moving & Handling People eLearning OPUS - Foundation Medication OPUS - Foundation Medication Competency Assessment Person-centred Care eLearning Positive Behaviour Support eLearning Pressure Ulcer Risk Assessment eLearning Promotion of Continence & Catheter Care Record Keeping eLearning Safeguarding and Protection of Adults eLearning Stoma Care

Contractual Arrangements	
No. of permanent staff	17
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

No. of full-time staff (35 hours or more per week)	14
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	16
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

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	5
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	2
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH eLearning Communication eLearning Creativity Data Protection UK including GDPR eLearning Dementia Awareness eLearning Diabetes Awareness eLearning Epilepsy eLearning Equality & Diversity eLearning Falls Prevention eLearning Fire Awareness eLearning First Aid eLearning Fluids & Nutrition eLearning Food Safety Level 1 eLearning Health & Safety eLearning Hoarding and Clutter eLearning Infection Prevention Control in Community Care eLearning Learning Disabilities eLearning Lone Working eLearning Managing Emotions Mental Health eLearning Moving & Handling People eLearning OPUS - Foundation Medication OPUS - Foundation Medication Competency Assessment Person-centred Care eLearning Positive Behaviour Support eLearning Pressure Ulcer Risk Assessment eLearning Promotion of Continence & Catheter Care Record Keeping eLearning Safeguarding and Protection of Adults eLearning Stoma Care

Contractual Arrangements

No. of permanent staff	5
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)	2
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	5
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.

Filled and vacant posts

No. of staff in post	125
No. of posts vacant	6

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	32
Health & Safety	106
Equality, Diversity & Human Rights	108
Manual Handling	68
Safeguarding	110
Dementia	63
Positive Behaviour Management	65
Food Hygiene	103

Please outline any additional training undertaken pertinent to this role which is not outlined above.	COSHH eLearning Communication Data Protection UK including GDPR Diabetes Awareness Epilepsy Falls Prevention eLearning Fire Awareness eLearning First Aid eLearning Fluids & Nutrition eLearning Food Safety Level 1 eLearning Health & Safety eLearning Hoarding and Clutter eLearning Infection Prevention Control in Community Care eLearning Learning Disabilities eLearning Lone Working eLearning Managing Emotions Mental Health eLearning Moving & Handling People eLearning OPUS - Foundation Medication OPUS - Foundation Medication Competency Assessment Person-centred Care eLearning Positive Behaviour Support eLearning Pressure Ulcer Risk Assessment eLearning Promotion of Continence & Catheter Care Record Keeping eLearning Safeguarding and Protection of Adults eLearning Stoma Care

Contractual Arrangements

No. of permanent staff	125
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	4

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)	85
No. of part-time staff (17-34 hours per week)	36
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	86
No. of staff working towards the required/recommended qualification	13

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.	3 x Administrators who support the finance department 1 x Archiver who archives records

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	0
Health & Safety	4
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.	Communication eLearning Data Protection UK including GDPR eLearning Fire Awareness eLearning First Aid eLearning Lone Working eLearning

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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	4