

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:	Carelink Homecare Services Ltd	
The provider was registered on:	06/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Carelink Homecare Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/06/2018
	Responsible Individual(s)	Elizabeth Phillips
	Manager(s)	Elizabeth Phillips, Ceri Roscoe Roberts
	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	All staff are responsible for their own professional development to ensure they meet the training requirements of 45 hours every 3 years to be registered with SCW. Carelink have a contract with Access which is an on-line training provider, there are 32 training courses available for free to all staff from safeguarding to wound management. F2F mandatory training is provided every three years, first aid, people handling and medication training. Training is discussed at all staff supervisions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Carelink has a permanent advert with Indeed to recruit staff, we find that our own staff help us by recommending friends and associates to come and work for us. We attend job fairs and advertise on social media. Our existing staff are valued, paid above the NLW, trained well and are listened too, this ensures our retention of staff is high and staff leave for legitimate reasons like moving away or going to further education, we have a great relationship with the local college and offer work exp.

Service Profile

Service Details

Name of Service	Carelink Homecare Services Ltd
Telephone Number	01248750711
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	349
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.95
The maximum hourly rate payable during the last financial year?	21.60

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?	The Carelink management team carry out a full assessment of the Supported Individuals before commencing the service, which includes, a what matters form, active offer, a my life form and a detailed outcome focussed careplan is written. A full explanation of how the service works and further information is kept in the file in the Supported Individuals house. The service is reviewed every three months by a senior member of staff who contacts the Supported Individual, some Supported Individuals are reviewed at our weekly CRT meetings and if there are changes in the care needs or outcomes separate MDT meetings are arranged with SI

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.

<p>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.</p>	<p>An Initial assessment is always carried out by a Senior Member of the Carelink team. All conversations begin in Welsh as part of the Active Offer giving the Supported Individual choice without having to ask. Once a language of choice is determined it is documented on our Active offer form. We also ask if the SI is happy to have male and/or female carers. Carelink also fill in a form called ' My life' . This is to document information about their life to get to know them better. This gives the staff information to familiarise themselves with the SI before they attend to provide care. Carelink create a thorough care plan in the SI words documenting 'what matters' to them and their wants and needs. The care plan is outcome focused to ensure that we are able to achieve their desired outcomes. The inclusion of the SIs ensures that at the service is working in a co-productive way in line with the Social Services Wellbeing Act (Wales) 2016. Our staff are extremely good at recognising SI's needs, highlighting their concerns and requests from SIs.</p> <p>The Responsible Individual and Registered Manager visit SIs as part of the service's quality compliance checks this ensures that at SIs experiences of the service is managed. Carelink has a strong relationship with colleagues from the multidisciplinary teams in both Conwy and Anglesey Council and will refer and share through SPOAs and weekly meetings the needs of SIs as applicable. By implementing all of the above in the SI's initial assessment and ongoing evaluation of their service we can ensure staff meet the needs in a manner that respects the individual's dignity, enabling them to maintain the maximum possible level of independence choice and control, respecting their right to privacy and family life and working with their local community to alleviate loneliness and isolation.</p>
<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>Staff and the management team work alongside SIs, families and friends to ensure SIs are supported to attend medical appointments. Carelink works to the principles outlined within the Social Services Wellbeing Act (Wales) 2016 by ensuring that the staff team are fully equipped through training, development and supervision which ensures that positive and effective care delivery is met. It is essential that we support our SIs with their emotional needs and that they feel valued by us and that their personalised care is being delivered in a safe environment, limiting risks and that we promote healthy eating, maintaining health and hygiene and help access dentists, opticians, chiropodists and other healthcare services. By being responsive to our SI's needs and preferences we can help them participate fully in their community and encourage them to attend local clubs. We endeavour to inspire the individuals to explore other forms of support that can be obtained through other means such as direct payments, privately funded care, community and religious groups e.g. Merched y Wawr, Women's Institute, Men's sheds, Age Well, Sport Centres etc. This in turn will prioritise well-being of individuals by getting them involved in the community. Communication with the commissioners and others is vital to ensure successful collaboration and partnership working in the best interest of the individuals who Carelink supports. The greatest opportunity to reduce hospital admissions lies in the proactive management of the Supported Individuals we care for, especially people with multiple conditions. Integrated working between health and social care can result in lower than expected emergency admissions. Reducing inappropriate admissions is based on the following elements: Keep people healthy, hydrated, pressure area care, encouraging independence by keeping mobile, a nutritious diet, ensure medication is administered safely, appropriately and accurately and reviewed regularly – preventative measures are included in all our Supported Individuals personal plans. Keep people out of A&E by signposting to the most appropriate services for example GPs 111 services MEC team district nurses and pharmacies . Unnecessary admissions and long waits in A&E cause anxiety, confusion and they are further risks of infection</p>

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

A full risk assessment is undertaken at the initial assessment making sure that the achieved outcomes will be safely delivered. Carelink is aware of the principles and standards contained within procedures available on the "Safe from harm" website and the Wales Interim Policy and All Wales Safeguarding Procedures and we are currently developing a training plan so that these principles are adopted throughout the organisation as part of our normal operating practice. We ensure that through training, staff can recognise and respond to the abuse or neglect of a SI and we respond in accordance with local safeguarding procedures. Carelink has a number of safeguarding policies to reassure the SIs when it comes to their financial protection, these include staff not accepting gifts or cash, not using SI's credit cards or having knowledge of their PIN number. We ensure that SIs and their families know how and feel able to make comments or complaints about the service without fear of retribution and that their concerns are taken seriously and acted on appropriately. Carelink has reflected on how we have learnt from comments and complaints in our quality of care review which has resulted in improvements to the services we provide. Carelink ensures that our recruitment and selection procedures are robust and all staff have a current enhanced DBS, up to date safeguarding training and understand our policies of protecting SIs from verbal, physical, psychological, financial and sexual abuse. Carelink's staff are aware of how to report concerns appropriately utilising the referral forms set out in the North Wales Adults Safeguarding Report and have a clear understanding of the roles and responsibilities of the relevant partners to protect adults at risk. By providing consistency and continuity of care and support to SIs we can mitigate any foreseeable risks associated with the breakdown of care. Carelink would discuss with the SI, and with consent family members and MDT any significant changes or ongoing concerns about the SI's mental capacity.

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)	109
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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.

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.	Diploma Level 5 in Health and Social Care

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	1

Deputy service manager

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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Outcome focussed care planning Manual handling train the trainer refresher update

Contractual Arrangements

No. of permanent staff	3
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)	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	3
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
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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	1

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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diploma Level 4 in Health and social care

Contractual Arrangements

No. of permanent staff	3
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)	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	0
No. of staff working towards the required/recommended qualification	3

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	1

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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diploma Level 3 in Health and Social Care
Contractual Arrangements	
No. of permanent staff	3
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)	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	1
No. of staff working towards the required/recommended qualification	2
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	99
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	20
Health & Safety	99
Equality, Diversity & Human Rights	99
Manual Handling	99
Safeguarding	99

Dementia	99
Positive Behaviour Management	99
Food Hygiene	99
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Diploma Level 2 in Health and social care
Contractual Arrangements	
No. of permanent staff	99
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)	63
No. of part-time staff (17-34 hours per week)	34
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	85
No. of staff working towards the required/recommended qualification	14
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.	1 office manager 1 admin assistant Answering phones, payroll, recruitment, filing, records and general admin tasks
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	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.	Courses relevant to their role, ACAS courses on admin, grievances recruitment and retention

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	2
No. of staff working toward required/recommended qualification	0