

# 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:	Care Wales (Gofal Cymru) LIMITED	
The provider was registered on:	10/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Care Wales Gofal Cymru	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/05/2019
	Responsible Individual(s)	Saron Nas
	Manager(s)	Saron Nas
	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	<p>Training</p> <p>Online training = E-learning through (Ceredigion) = Social Care TV</p> <p>For Mandatory subjects + other – which would be valuable for our staff.</p> <p>E.g. Dementia</p> <p>End of life</p> <p>Pressure Care</p> <p>Challenging Behaviour</p> <p>Fire Training</p> <p>Diabetes</p> <p>Stroke</p> <p>Alcohol Misuse</p> <p>Welsh Language</p> <p>VAWDASV</p> <p>Whistleblowing</p> <p>First Aid supplied by DL First Aid proficiencies.</p> <p>Manual handling passport (2 day/ refresher was provided by Ceredigion CC but this ceased as CCC could not provide any fur</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment new staff</p> <p>Indeed</p> <p>Social Media</p> <p>Word and mouth through friends we employ local people.</p> <p>Deputy attended Job Centre recruitment day.</p>

## Service Profile

### Service Details

Name of Service	Care Wales Gofal Cymru
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Telephone Number	01239682160
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?	65
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	19.36
The maximum hourly rate payable during the last financial year?	27

##### 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?	SOCIAL MEDIA EMAIL TELEPHONE LETTERS

##### 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>As we know the care sector is under pressure – of both time and resources.          People's health and care needs especially in the community are getting more complex more frail and older people are surviving into extreme old age than ever before.          Our aim is supporting people to experience the care and support they choose in their home setting and at all stages of life.          Working closely to help them design the person centred support they want and engage in meaningful activities and lifestyle they choose.          The six core elements are set out in our policies.          Care          Compassion          Competence          Communication          Courage          Commitment</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>Positive social relationship          Access to basic resources          e.g.          Income shelter          Sharing decisions          Give people choices and control.          Setting goals          Questionnaires          Surveys</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Support individuals to express fears and anxiety.          Staff training          Regular reviews with service users          Reporting any concerns completing a (MARF)          Service users are supported and encouraged to make their own decisions and give informed consent.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>51</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>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.</p>	
	<p>Filled and vacant posts</p>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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.	Infection Control medication first aid confidentiality role of care worker pressure care fire training mental capacity diabetes welsh language whistleblowing VAWDASV

#### 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	50

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	2
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
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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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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
<p>Staff Qualifications</p>	
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	0
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>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.</p>	
<p>Filled and vacant posts</p>	
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	1
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	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	1

#### 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	0

#### 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	51
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	6
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Health & Safety	13
Equality, Diversity & Human Rights	15
Manual Handling	10
Safeguarding	15
Dementia	4
Positive Behaviour Management	4
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	INFECTION CONTROL MEDICATION FIRST AID CONFIDENTIALITY FIRE SAFETY MENTAL CAPACITY DIABETES VAWDASV WELSH LANGUAGE WHISTLE BLOWING
<b>Contractual Arrangements</b>	
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	51
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	12
<b>Other types of staff</b>	
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.	CARE SUPPORT WORKER SUPPORT SERVICE USERS IN THEIR OWN HOMES.
<b>Filled and vacant posts</b>	
No. of staff in post	51
No. of posts vacant	2
<p>Training undertaken during the last financial year for this role type.</p> <p>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'.</p>	
Induction	6
Health & Safety	13
Equality, Diversity & Human Rights	15
Manual Handling	10
Safeguarding	15
Dementia	4
Positive Behaviour Management	4
Food Hygiene	13

Please outline any additional training undertaken pertinent to this role which is not outlined above.	INFECTION CONTROL MEDICATION FIRST AID CONFIDENTIALITY FIRE SAFETY MENTAL CAPACITY DIABETES VAWDASV WELSH LANGUAGE WHISTLE BLOWING
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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	51
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	22
No. of staff working toward required/recommended qualification	12