

# 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:	Cariad Care Services Ltd	
The provider was registered on:	04/10/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cariad Care Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/10/2022
	Responsible Individual(s)	Leeann Tucker
	Manager(s)	Alyson Lindsay
	Partnership Area	West Glamorgan
	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 a company we have adopted the Social Care Wales induction framework and are using Care Skills Academy. All staff undertake the mandatory training prior to attending calls and is part of their induction. Additional courses that are needed to accommodate service user needs are also provided. As a company we advocate for their professional development with all staff and endeavour to support and facilitate this. We are actively sourcing a QCF provider in order to roll this out to all the staff.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	It is important to recognise that the recruitment and selection of staff are directly linked to the safeguarding of the people using services. It is essential that the process allows the right people to be recruited and that it filters out those who are unsuitable for the work. Retention of staff is very important, we believe that if you value your staff and engage with them in ways to improve the service, they will feel more valued and a part of the team, thus providing continuity.

## Service Profile

### Service Details

Name of Service	Cariad Care Services Ltd
Telephone Number	01639639066
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	We have 1 staff member who speaks fluent Welsh and will assist when and if needed.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	14
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	23.50

### 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?	During the year we went out to visit with the service users or their representatives every 3 months, where applicable to discuss how the care is being provided to them and if it was in a satisfactory manner, and also if they want any changes made going forward. We would ask them various questions about how the service is being run, how the staff are towards them and if they understand their individual needs and treat them in a friendly courteous manner. We would also ask them if they were happy to fill in the quality questionnaire to provide us with relevant feedback on all aspects of the service, in order to make any relevant changes that might be highlighted. We also advise all service users that they can contact us by email or telephone at any time if they have any concerns they would like to discuss.

### 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>During the year we visited 15% of service users/representatives to discuss their care and support and complete the Quality questionnaire in relation to the service and if it was delivered in a satisfactory manner, during these visits we asked a range of questions to determine if they felt they had been listened to, and felt that they had a choice in their care and support. While doing my quality review I ran numerous reports, on the staff and service users. During my visits I asked the service users have said that they felt very happy with the reviews and that they were able to give their input in any changes that were required and had a choice on how they were made.</p> <p>By collecting the information from both service users and staff 100% of the service users give us a score of being completely satisfied with the service and care they received, and the staff give us a score of 90% of being completely satisfied with working for the company. All our service users advised us they felt the 1st assessment was conducted in a professional manner, that the range of questions that were asked to determine how and when they would like the care to be delivered was very good, they felt that their voices had been heard and they have a role in planning out the care routine, they were also very happy with being asked how exactly they would like the tasks to be completed and in what order they should be done to continue with their normal routine, also taking into account their preferences and likes and dislikes.</p> <p>From all the findings I found that the service users and staff felt confident that their voices have been heard and any recommendations they raised would be looked into and actioned, they had a choice on their own individual care and support and opportunities available to them to improve their wellbeing and health. I also found that 100% of all planned calls were attended, with 6 minutes on attending early and 10 minutes where they attended late, during the period in question we had no formal complaints to deal with, during my discussions with the service users they felt very happy with all the staff arriving around the planned care calls were attended, with a 6 minute on attending early and 10 minutes where they attended late, during the period in question we had no formal complaints, the service users felt very happy with all the staff, and felt that the staff understood their needs.</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>During our visits with the service users, we discussed how they felt about their control over their own health and wellbeing and if they felt supported by us as a company to maintain this element of their lives. Also during this review we will discuss with the service user if there is anything further we can do to improve their overall wellbeing, as we can engage with any outside activities that they use to enjoy or other agencies that they might benefit from.</p> <p>They said that we have been a very supportive company to them and have always strived to assist them with this from day one, not only the management but also all the support workers, who have encouraged them to have full control over their health and will contact the other professionals for example, the occupational therapist, dieticians, opticians, podiatrist, doctors and district nurses that we feel we need to help us maintain our health.</p> <p>We also discussed with the service users the importance of speaking to us openly about any help they feel they might need in the future, because as a company we can assist in all aspects of support for our service users, which can be a multitude of things, from personal care, financial support, health and well-being. We will Support our service users to be as physically, mentally and emotionally healthy as possible, be involved in activities, hobbies or individual interests, have control over their everyday life and choices.</p> <p>We recognise and acknowledge that family, friends and wider peer groups often bring a lot of positivity to an individual's life, and wherever possible we encourage our service users to try to carry on playing an active role with the outside community and any hobby groups they have, and for the younger age group to access any educational courses they would wish to participate in, enabling them to feel empowered and in control of their own wellbeing. All service users felt very happy to know this and have said that they will definitely speak to us if they feel they need any further support, especially the service users who unfortunately have no family back-up.</p> <p>All our staff have said that they feel very supported and encouraged to continue with their training and feel that they can discuss anything with us, the staff have said that we are a very supportive company and they can call into the office to discuss any concerns.</p>

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

During the visits with the service users, we discussed in detail about protecting themselves from any form of abuse or neglect and whether they knew how to complain if they felt they had a concern regarding anything they were unhappy with. We are fully aware of all forms of abuse and the balance of power that can be exerted over service users. As a company working with vulnerable adults, we take any form of abuse as a serious matter. From my findings after all the visits, all the service users said they had been informed previously on how they could make a complaint if they needed to and felt assured that this would be dealt with in a safe and secure manner, with no repercussions on themselves. They have all received the service user guide where all the relevant contact information is included. All service users said that they feel very safe and protected with all the staff and have no concerns, and they feel very happy with the way they are treated by the staff during the calls, they have said that the staff treat them in a friendly, respectful manner. I have also spoken to all the staff, and they have all indicated that they feel happy to come to us if they feel they have a concern about another member of staff and are not worried that this will be a reflection on themselves, and have said that they would definitely report to us if they did have a concern.

The service has procedures in place to safeguard service users and staff, we have a safeguarding and whistleblowing procedure, and all staff are fully aware of their responsibilities to safeguard everyone that uses the service, as this is not just the service users but staff can also be subjected to neglect and abuse, all forms of abuse are taken very seriously. All staff receive safeguarding and whistleblowing training, and this was evident from the training matrix and from my discussions with them. Training in this area is ongoing as all staff have tier 1 training and will be enrolled on the tier 2 course.

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)	6
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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	1
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.

The following courses have been undertaken by the registered manager to increase knowledge and improve Management skills.

**Supervision**

This course involved theories of Supervision models, how Supervision contributes to a healthy workplace, the importance of supervision. It also explores different models of supervision and how the learner can identify the model which suits the employee.

This eLearning course introduces you to the topic of supervision. This course begins by defining the meaning and purpose of supervision. The course identifies the ground rules for supervision and the functions of supervision, and the forms supervision may take.

**Complaints Handling**

This course outlined the importance of accurate and robust complaints procedures. It explored the options which are available for domiciliary companies and how the options run in line with current legislation.

This course develops knowledge and understanding of how to handle complaints. It also explores how complaints can be used to improve services.

The course begins by explaining what a complaint is and what it is not. It also demonstrates how to deal with anonymous complaints.

In stage two, it explores how to resolve complaints utilising a range of skills including building rapport, active listening and confirming understanding. Stage three examines difficult behaviours including the attitude and behaviour of the complainant and unreasonable repeated complaints before exploring how to manage them by drawing on your assertiveness skills. The course ends with the identification of an individual's right to complain and what they can do if a complaint to a service provider has not been resolved to their satisfaction.

**GDPR Stage One**

This course gave an overview of GDPR, and the legalities involved.

This course is designed to give health and social care workers the underpinning knowledge and understanding of the General Data Protection Regulation (GDPR), and their responsibilities relating to this.

The course begins by explaining what the GDPR is, how it relates to the Data Protection Act 2018 and

details about the Regulator – Information Commissioner’s Office (ICO). This includes the rights that an individual has including right to access information, to have it erased or rectified and their right to object to processing.

#### GDPR Stage 2

Module 2 defines some of the terminologies used in the Regulations, including ‘Personal Data’, ‘Special Category Data’, ‘Data Protection Officers’, ‘Data Controllers’ and ‘Data Processors’. The course then describes the seven main principles of the GDPR: lawfulness, fairness and transparency; purpose limitation; data minimisation; accuracy; storage limitation; integrity; confidentiality and accountability.

In the final stage of the course, it provides learning on some of the responsibilities necessary for health and social care workers, including the requirements for obtaining consent, details around privacy notices, data breaches and how to report them.

#### Information Governance

The purpose of the course is to provide you with an introduction to Information Governance including the principles of confidentiality, data protection, subject access and freedom of information requests. The course begins by defining the term Information Governance and introduces the framework of laws and standards. It also explores digital information governance and the tools needed.

#### Equality, Diversity and Inclusion

This course is designed to increase a learner’s knowledge and understanding in equality, diversity, and inclusion and how it applies to their role in health and social care. The training is divided into 4 Modules: Equality and Diversity Law; Protected Characteristics; Discrimination; Values and Support, it also explored how to identify and implement into the workplace.

#### Person Centred Care

This eLearning course developed understanding and the ability to promote person centred care. The course begins with an exploration of person-centred approaches. It explored the person-centred values and how to work in a person-centred way. It also provided strategies how to implement person centred working into all documentation at a managerial level.

#### Neath Port Talbot Medicine pathway.

The manager has completed the same course that all support staff are required to take, this ensures that the manager is up to date in all areas of medicine administration and is able to support and facilitate all aspects of care surrounding medication.

As a result of the courses undertaken, a full review was carried out in all aspects of working to ensure that the company was working in line with current legislation.

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)	0
No. of part-time staff (17-34 hours per week)	1
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?	No
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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	13
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	14
Health & Safety	19
Equality, Diversity & Human Rights	12
Manual Handling	18
Safeguarding	20
Dementia	10
Positive Behaviour Management	0
Food Hygiene	18
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	3
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	1
No. of staff working towards the required/recommended qualification	12

### Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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