

# 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:	CARING COMPANIONS LIMITED	
The provider was registered on:	30/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Caring Companions Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/01/2019
	Responsible Individual(s)	Colin Evans
	Manager(s)	Louise Gunter, Deborah Evans
	Partnership Area	Cardiff and Vale
	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	We use a training matrix to identify training needs of the staff. This matrix is used by our training company to deliver training as needed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use online recruitment websites and also run a digital display ad in two local supermarkets.

## Service Profile

### Service Details

Name of Service	Caring Companions Limited
Telephone Number	01656729550
What is/are the main language(s) through which your service is provided?	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?	48
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	24.66
The maximum hourly rate payable during the last financial year?	29.50

#### 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?	Phone calls, email

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Since the introduction of the, "Your Choice" scheme by Vale of Glamorgan Social Services, Caring Companions have embraced the schemes outcome-focused care and support at home approach in allowing the service user in conjunction with the agency and social worker create their very own, unique care-at-home package. The package is designed to give the person greater freedom, promote their independence and increase their wellbeing in a way that matters to them. The majority of our service users are moving across to this scheme and as they move, we are visiting the service user and developing care plans with them that best suit their needs. The flexibility allows the care plan to become more fluid and quickly adapt to their needs. Early indicators show that the scheme is being well received and service users are more engaged with the care planning process.</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>This approach to care planning also centres around the individual and empowers them to be at the centre of the discussion for the care they need. This approach in itself removes the belief that, "one size fits all" and, "nobody is listening to me" comments you tend to hear from service users who feel that their care plan doesn't focus enough on their own personal circumstances and at the time and duration of the call they feel they need.</p>

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

The service users are kept up to date via phone calls to keep them informed of changing circumstances. This has been well received and the service users are aware that they can contact the office at any time. The report books are checked on a regular basis and we carry out spot checks.

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) 25

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
<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	22
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	4
Health & Safety	7
Equality, Diversity & Human Rights	0
Manual Handling	21
Safeguarding	8
Dementia	9
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	5 first aid 17 Fire safety 20 Medication level 2 12 Covid 12 Infection control 15 Hand hygiene 17 COSHH 19 RIDDOR

### Contractual Arrangements

No. of permanent staff	22
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)	17
No. of part-time staff (17-34 hours per week)	3
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 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?	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?	No
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#### Other types of staff

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