# 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 Hands Homecare Agency LTD
The provider was registered	ed on:	15/08/2019
The following lists the provider conditions:	There are no imposed conditions asso	ciated to this provider
The regulated services delivered by this provider	Caring hands homecare agency LTD	
were:	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/08/2019
	Responsible Individual(s)	Rebecca Evans
	Manager(s)	Rebecca Evans
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Ranning	
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 have an in house training officer who conducts all mandatory t raining in house, all staff are completing SCW online and those w ho need extended training we source external training sessions of fered by CCBC and any other external agencies delivering our re quirments.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recruit using Social media and word of mouth also through the local college. All staff have a DBS sources first then we gain all ID documents a nd then gain references and carry out interview including any pas t gained social care qualifications and knowledge to identify what t raining needs are required. One the Reference are returned and DBS is returned we then pro ceed to Induction.

### Service Profile

# Service Details Name of Service Caring hands homecare agency LTD Telephone Number 07823885709 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

F	People Supported	
	How many people in total did the service provide care and support to during the last financial year?	80

# Fees Charged

The minimum hourly rate payable during the last financial year?	21.60
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?	5
Number of active complaints outstanding	0
Number of complaints upheld	5
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?	We use memos and letters to staff and news letters are produced for Staff and clients of changes and improvement's.

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision of the service
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication- handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	We use picture sheets and point charts for service users to comm unicate their needs and we devise these to suit service users pref ered way of communicating.

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published <u>guidance</u> 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.	When carrying out the Service users personal assessment they are informed they can voice all their personal wellbeing needs and they are directly and it is personalized to their individual ne eds. Our service users and their carers advocates voice in which wa y and times they would like their care needs met to include pers on centred approach and we will source information from extern al agencies for any further support, hobbies, religious needs to be met.

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.	Our service users know how to contact ourselves for any chang es, concerns about thier care. We also carry out regular reviews of their care needs and they can voice any changes they require during this time also. Support workers are visiting the clients regularly and we have a good continuation of care to assess if their is and medical or we Ilbeing changes observed and this is reported to required agen cy or authority to make the required changes or appts required to ensure a prompt outcome is achieved to avoid any worsenin g of medical or physical or wellbeing needs.
The extent to which people feel safe and protected from abuse and neglect.	All service users are informed in our Statement of purpose the t raining all staff receive before commencing work with us. All staff have the reporting APP through SCW and are fully awa re of how to recognize respond and report abuse or neglect. All carers are made aware of any concerns to be aware of with any service users and families or carers. Relationships are built due to continuation of care with carers a nd service users so a pattern can be observed by the support workers if it became apparent and service users feel comfortabl e with their carers to be able to voice if they feel they are being neglected or abused.

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)

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 thi type?	s Yes
	e specifically to this role type only. Unless otherwis position as of the 31st March of the last financial
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
provided is only a sample of the training th	al year for this role type. relevant training. The list of training categories at may have been undertaken. Any training not listo nal training undertaken pertinent for this role which
Induction	1
Health & Safety	1
	1

Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
	1
Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above.	Team leader advanced training Inccident reporting person centered planning and outcome focused tra ining
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 fixe	d 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?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that ma can be added to 'Please outline any additional tr not outlined above'.	r for this role type. ant training. The list of training categories y have been undertaken. Any training not listed
Induction	6
	6
Health & Safety	
Equality, Diversity & Human Rights	6

Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	advanced team leader training Incident reporting person centred approach and outcome focused tra ning
Contractual Arrangements	
No. of permanent staff	6
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)	4
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	1
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate spectra stated, the information added should be the position	cifically to this role type only. Unless otherwise tion as of the 31st March of the last financial year.
Filled and vacant posts	
Filled and vacant posts No. of staff in post	28
·	28 5
No. of staff in post	5 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra- not outlined above'.	5 r for this role type. Int training. The list of training categories / have been undertaken. Any training not listed aining undertaken pertinent for this role which is
No. of staff in post No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releva provided is only a sample of the training that may can be added to 'Please outline any additional tra	5 r for this role type. Int training. The list of training categories y have been undertaken. Any training not listed

	28
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ementia	28
ositive Behaviour Management	28
ood Hygiene	28
lease outline any additional training undertaken ertinent to this role which is not outlined above.	
Contractual Arrangements	
o. of permanent staff	28
o. of Fixed term contracted staff	0
o. of volunteers	0
o. of Agency/Bank staff	0
o. of Non-guaranteed hours contract (zero hours	s) 0
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Outline below the number of permanent and f	ixed term contact staff by hours work
Outline below the number of permanent and f	-
Outline below the number of permanent and f o. of full-time staff (35 hours or more per week)	18 6
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Outline below the number of permanent and f lo. of full-time staff (35 hours or more per week) lo. of part-time staff (17-34 hours per week) lo. of part-time staff (16 hours or under per week Staff Qualifications lo. of staff who have the required qualification to e registered with Social Care Wales as a social	18 6 .) 4
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