

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:	Celtic Community Services Ltd	
The provider was registered on:	19/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Celtic Community Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Catherine Hanson
	Manager(s)	Catherine Hanson
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Celtic Community Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Catherine Hanson
	Manager(s)	Joanne Young
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	Staff training matrix is monitored regularly. We ensure staff are observed during their working / training so we are able to identify training needs. During relevant risk assessments training may be identified so this is added to the core training schedule. We also identify training during staff performances, supervisions/ appraisals and feedback from questionnaires sent out to all the relevant parties. experience, skills, behaviours and attitudes are monitored and training applied accordingly.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We try to motivate staff and encourage training. We also attempt to offer rotas around family life and school hours where and when we can. we try to work with our team to understand their motivations and what interests them. We increased the wage to the national working wage and offer an open door policy so that staff feel they can approach us at any time. we ensure that recruitment is fair and as part of the interview we also offer feedback regarding their answers and why we ask the questions.

Service Profile

Service Details

Name of Service	Celtic Community Services Ltd
Telephone Number	01443225226
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	welsh - when this is requested

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.50
The maximum hourly rate payable during the last financial year?	24.50

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?	We actively engage with service users to discuss and involve them with their care treatment plans and risk assess concerns and work with all agencies actively involved. We ensure that we send out questionnaire's so that the individuals can if they wish complete it in private in confidence and anonymously. As the Ri I also contact every service user during the relevant time frame to discuss over the phone via video link or visit in person so we can ensure we are offering the correct level of support and that the person involved is involved and feels valued respected and that we are following the treatment plan and if there are any relevant changes and if this is working currently for them.

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>The individuals that I spoke to were all complimentary and thankful of the service being provided. Our clients are important so I want to highlight if they had concerns, worries, liked the staff and felt appreciated and valued. I also discussed whether they felt they were involved with their treatment plan and if they wanted any changes. I explored with the service users and staff how they felt the service could improve or if there were expected or planned changes to the provision of support or if they felt changes were needed. I explored the housing and if they felt this was appropriate and suitable to their general needs. All feedback was positive and I did not come across any concerns or safeguarding issues with any staff or our lovely clients.</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>Each person I discussed their support with felt valued and appreciative and some indicated they would no longer be here if it not for our support. As part of my duties as an RI I wanted to gain an insight into what each client expected from their treatment plan and if this was being achieved and their targets met. Again feedback was mostly positive as some clients were not able to express in the way others could due to their Mental health. I also explored the duties that staff undertake with the clients and if a gain this was meeting their needs and that they were able to change this in a flexible manner that suited them, every client that I asked said categorically yes they were happy and felt appreciated and valued and the days they indicated that they wanted shopping or outreach calls was done in a flexible manner and changed to suit appointments or other needs. Clients felt valued included and were happy with the support outlined in their care support plan, the plan assisted them to engage with health care professionals to support their medical / health needs which supported their overall wellbeing. Without medication some clients would neglect their health and this would be detrimental for their feelings thoughts and behaviours putting them at risk in the public domain and in their own homes should a crisis occur we are at the end of the phone or they can call the crisis team. Without the intervention of staff calling each day or a few times per week clients are at risk of being targeted as they are vulnerable.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All of the clients and staff felt that we are doing our best to safeguard clients that are receiving our support. it is imperative that staff are trained and are knowledgeable to be able to report concerns. Support the client so they feel protected and safe. We use a diary at the homes of the persons we care for so they can also see their journey and appointments and outreach calls can be added so they feel involved and can make informed decisions about their care and treatment. We also work alongside other health care professionals so that we can ensure people are receiving the correct level of support in a safe environment free from abuse or suffer neglect. we tailor the support to meet the needs of the individual this may be extra training, attending groups - supporting people to attend health care appointments or receive support for any health care conditions.</p>

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)

7

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>	
Filled and vacant posts	
No. of staff in post	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	We offer supervision training and encourage the individual to complete risk assessments. All relevant courses to assist the staff to carry out their duties in a professional manner using the tools they have learnt whilst shadowing and by completing relevant training internally and externally.
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
<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)	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 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	1
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
<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>	
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	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.	We will always during the providers assessment as certain what training staff will require especially if the person we are offering support to has a condition we are not familiar with. We must ensure we are able to meet their needs prior to the support starting so we must ensure staff are knowledgeable, competent and able to follow the care treatment plan. I can not guarantee experience in a condition we are not familiar with but we will do our best to gain knowledge and support the individual to the best of our ability. We will always re-evaluate should the condition worsen and seek guidance and support from the relevant organisation such as a health care professional. On occasions conditions arise which we have no control over therefore we have to be active in our approach and work closely with staff working in the field to ensure we are good communicators and discuss how we can support our service users to meet their targets and achieve their goals.
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 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?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	Our staff follow a rota which is supplied each week. We are flexible to allow for appointments and activities allowing the individual to plan their week. Our staff will support with medication, drinking programmes, collection of medication and safe storage and outreach calls and support with appointments. Each day / visit staff support with food prep, shopping, cleaning, assisting the person to change or wash clothes. We will support the individual if they wanted to shower and have a member of staff there for safety.
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Filled and vacant posts

No. of staff in post	7
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	7
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	4
Safeguarding	7
Dementia	5
Positive Behaviour Management	7
Food Hygiene	5

Please outline any additional training undertaken pertinent to this role which is not outlined above.	As part of our providers assessment we will often be informed of a health condition so we will seek training so that we are able to offer the correct level of support. Our list is not exhaustive and we will often offer training such as infection control, Hep C, GDP R, medication training, substance misuse training, emergency first aid, mental capacity, suicide risk training, Risk assessments and health and safety.
Contractual Arrangements	
No. of permanent staff	7
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)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	4

Service Profile

Service Details

Name of Service	Celtic Community Services Ltd
Telephone Number	01443225226
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	If Welsh is requested we will provide the information in Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	19
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.50
The maximum hourly rate payable during the last financial year?	24.50

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?	We actively engage with service users to discuss and involve them with their care treatment plans and risk assess concerns and work with all agencies actively involved. We ensure that we send out questionnaire's so that the individuals can if they wish complete in private in confidence and anonymously. As the RI I also contact every service user during the relevant time frame to discuss over the phone via video link or visit in person so we can ensure we are offering the correct level of support and that the person involved is involved and feels valued respected and that we are following the treatment plan and if there any relevant changes and if this is working currently for them.

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 guidance 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>The service is flexible and this helps individuals to arrange appointments and other activities or interests. All staff liaise daily with clients who will ask for support to attend appointments or a place of interest this is then sent to the office and they will add this to the appointments and we will then make sure this is added to the rota for that day. Staff will then offer the correct level of support required. All clients fed back that this is helpful. social workers also commented how this helps them and the client to be focused and supported a time of unease. the services users are involved with their treatment care plan and feel they have a voice and to discuss when they would like a visit the suitable times for the support and what they want to achieve. this is regularly reviewed and we will alter or amend the care plan to fit in with the expectations of the client and to meet the care treatment plan. Clients felt valued and appreciated and feedback was positive and rewarding.</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>when peoples health has suffered and our support is required support will often involve hospital appointments and other visits with other health care professionals. We want to make a difference and feedback involved clients stating that if they had no visit it or were able to interact socially this would impact on their mental health- as a result of social interaction they felt empowered and were able to improve their health by walking and to socialise and meet other people in safety with staff they like and appreciate. Initially Some clients felt they were unable to go out with staff and other health care professionals as they felt intimidated and at risk so it was rewarding to receive feedback from a number of individuals that they enjoyed seeing the staff who helped them to stay safe and helped with shopping and meal planning and to help them collect medication and safe storage and they felt good about eating out again they felt safe and happy.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>A number of our service users who are deemed to be vulnerable and felt intimidated and lacking in confidence, so it was rewarding to discuss with clients that they felt safe, and they knew when staff were calling so they would not answer the door to other callers. The clients were happy that we also risk assess their homes to ensure they have all the aids available to them such as shower stools and alarms. Staff also kept an eye on bills and encourage the clients to manage their money this helps them to budget and make sure they are not neglected in any way from debt or the electric /gas being turned off or running out. Clients also appreciated that they were helped with appointments so this level of support was important.</p> <p>Clients felt valued included and were happy with the support outlined in their care support plan, the plan assisted them to engage with health care professionals to support their medical / health needs which supported their overall wellbeing. Without medication some clients would neglect their health and this would be detrimental for their feelings thoughts and behaviours putting them at risk in the public domain and in their own homes should a crisis occur we are at the end of the phone or they can call the crisis team. Without the intervention of staff calling each day or a few times per week clients are at risk of being targeted as they are vulnerable. Measures are in place to report concerns and to whom in a timely manner so that we can work with other health care professionals to protect and safeguard our client from a abuse and neglect. Training is a key feature so that staff are aware of risks and concerns and also by having a good working relationship with the clients they feel they can tell us of their concerns or worries, as well as regular visits and being observant.</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>9</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>No</p>
	<p>Deputy service manager</p>	

Does your service structure include roles of this type?	No
Other supervisory staff	
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>	
Filled and vacant posts	
No. of staff in post	0
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	1
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.	We always risk assess at the start of the providers assessment and if there is a condition we are not experienced with or have received the relevant training in we will always ensure we seek training guidance and staff will then receive the appropriate training to offer the correct level of professional support to assist the person to reach and achieve their aims and objectives and goals.
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	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	0
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?	No
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.	Staff follow a weekly rota which assists them to visit on the times specified as pre-agreed during the providers assessment. We ask staff to assist with washing cleaning, food preparation, medication support this can be collection prompting or ordering. Staff will assist clients if they are on a specific programme. We assist with shopping and if the person needs assistance with personal care we are there for safety. staff have a duty of care at each home to ensure we assess risks and report concerns.
Filled and vacant posts	
No. of staff in post	9
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	7
Health & Safety	8
Equality, Diversity & Human Rights	9
Manual Handling	7
Safeguarding	9
Dementia	4
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As part of our providers assessment we will often be informed of a health condition so we will seek training so that we are able to offer the correct level of support. Our list is not exhaustive and we will often offer training such as infection control, Hep C, GDP R, medication training, substance misuse training, emergency first aid, mental capacity, suicide risk training, Risk assessments and health and safety.
Contractual Arrangements	
No. of permanent staff	9
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)	9
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	6