

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:	Conwy Care Ltd	
The provider was registered on:	16/06/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Home Instead North Wales	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/06/2022
	Responsible Individual(s)	Matthew Murray-James
	Manager(s)	Rebecca Roebuck
	Partnership Area	North 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	Guidelines recommended by Social Care Wales in ensuring employees throughout the business meet required levels of qualifications needed for specific roles, where carer applicants joining the company with no qualifications we plan a carer pathway to support them through the required qualifications and training requirements needed. To ensure we allow progression and promotion we encourage further training and learning either through our internal academy or through external learning providers.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Home Instead have a dedicated internal Recruitment and Training team to support new and current employees. Onboarding software is used to aid the processing of all new applications to ensure regulations are met during the recruitment, we also have an extended team of qualified Train the Trainers to support carer's meet the needs of our service users. Along with an internal academy offering continued CPD we also complete a annual survey to seek feedback from all employees on workplace practices.

Service Profile

Service Details

Name of Service	Home Instead North Wales
Telephone Number	01745772150
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	Welsh language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	98
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.60
The maximum hourly rate payable during the last financial year?	33.50

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?	<p>Service users receive regular touch points to ensure the service and their needs are being met, A consultation is carried out before the service is started, this is to ensure a personal plan is written to meet the needs of the services user,</p> <p>The first call is carried out by a senior coordinator to ensure the personal plan meets the client's needs.</p> <p>A minimum of 3 monthly touch points (service reviews and Quality assurance visits are carried out and recorded</p> <p>An annual service user survey is carried out to ensure we meet the needs and expectations of the client.</p> <p>All activity logs are recorded daily and families have access to these logs through our digital online family portal</p> <p>Families are also encouraged to complete reviews on independent homecare review websites.</p>

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.

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.

At Home Instead we pride ourselves in ensuring all clients have a say in the service they receive, We do this by incorporating the following into our care Personal plans and care services support:

- Initial Assessments
- Individuality brief
- Risk Assessments
- Personal Preferences
- Client Support
- Welsh Language Active Offer
- Quality Assurance
- PEAQ - Pursuing Excellence By Achieving Quality
- Home Instead Quality Assurance

Responsible Individual Quarterly Audit including direct reviews with service users.

Home Instead services are often commissioned directly through direct contact or a self managed basis rather than through a referral managed by Local authority adult social services, as such the company offer a more diverse selection of support within an inclusive tailored package of care to meet the individuals. Care call lengths are a standard 1 hour or longer and support with home help, house keeping, shopping, companionship and engagement and are written into the care package just as extensively as support for personal care and medication support is written and detailed into the personal plan. To support families and clients we offer support on financial assistance and guidance in funding packages of care, this support includes advice on direct payments and attendance allowance.

In the first year of service Clients receive: -

Day 1 – Service review telephone call

2weeks - Quality assurance visit

6 weeks- Service review quality check

3 months – Service review quality check

6 months – Service Review

9 months – Service review quality check

12 months - Service Review and a quality assurance telephone call.

Actions which are highlighted are actioned without delay to ensure a flexible quality service is experienced by all.

The Responsible individual carries out a documented audit of new client personal plans, Care professionals personnel files and other aspects of the business every 3 months alongside this they also visit several clients every 3 months to complete service reviews and ensure direct feedback is received to the management.

An annual client survey is carried out independently. (PEAQ)

Home Instead welcomes all comments, concerns, complaints and compliments. We take all of the above seriously and use the information to continuously improve our practices. Home Instead have had a very positive year in relation to implementing and embedding improvements for Care professionals.

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.

Home Instead supports individuals inclusive tailored care service by incorporating personal care, home help and companionship ensuring the service covers the needs of the individual and also what the individual wants- the personal things that make their care specific for them by seeing clients as individuals with personal preferences.

We meet this by completing the following:-

- Relationship Based Approach to care
- Personal Care
- Home Help
- Companionship
- Digital Champions
- Wellbeing through the Pandemic
- Video Calling
- Activities
- Care professionals and Office Staff Training
- Dementia Awareness Training

Relationship Based Approach to care

We do this by knowing the individuals we support and building relationships to know what matters to them. Having a good working relationship enables clients to be open about their care provision, they talk openly about any positives or negatives they feel about the care provided. The openness enables families to talk about the Care professionals as an extension of their family within our professional boundaries, ensuring we are providing the exceptional care we strive to achieve, having a professional but caring relationship opens avenues to work on personal goals in a way that barriers would not achieve.

Communication

Regular Newsletters to Care professionals and Clients/Families, guidance PowerPoints were created for Care professionals/ clients to keep themselves well and safe whilst providing/ being supported with care. The guidance covered topics such as PPE safe disposal

Clients matched to Care Professionals

Home Instead training system that enables all employees to gain knowledge and develop confidence to use their skills and so supporting them to deliver exceptional relationship led quality care to our clients.

Home Instead have developed a unique training programme for our Care professionals which is accredited by City & Guilds and specialised for the home environment. Developed by leading experts in ageing, Dementia, Parkinson's, and end of life care .

Clients and Care professional Wellbeing What's on Where guides

We have created regional leaflets to advise older adults of groups, activities and events to stay engaged, and prevent loneliness.

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

Home Instead is committed to ensuring that clients are safe from harm and are cared for to the highest standard in the safety of their own home. Home Instead does this by ensuring the welfare of the client is always paramount and all clients without exception have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality, marital status, gender reassignment etc.

Clients and their families are informed of our policy and procedures during the initial visit and at other times when appropriate and certainly upon request. Home Instead Safeguarding policy is always available to anyone with an interest in our services.

Any concerns or allegations of abuse are taken seriously and responded to appropriately in a professional caring and transparent way for the individual and or their family to know the investigation details and what steps are being taken to ensure the safety of the individual during the investigation process, cooperating with any external body.

Care professionals are trained in safeguarding and download the Safeguarding Wales APP by the Welsh government

Home Instead has a commitment to safe recruitment, selection and vetting. Home Instead will ensure that all employees undertaking regulated activity are subject to a DBS Check and a check against the adults barred list along with registration through Social Care Wales which is also checked. We also require a minimum of 4 references.

Service Reviews and Risk Assessments

Home Instead keep their Care professionals and Clients safe by completing regular reviews and risk assessment of the property including any equipment or aids used. Home Instead also keep clients safe in all aspects including their health by auditing the daily activity log recordings. The electronic medication recording system sends a reminder 10 minutes before the end of the visit to the Care professionals phone and the office team if the medication hasn't been recorded by then this is to prevent any missed medication.

Family online digital client portal

Home Instead has a portal for clients and their families to access through a password protected link, the portal lets clients and their families have access to the daily activity logs, medication records, personal plans and policies, statement of purpose and data protection promise. This keeps the families up to date with changes, patterns etc and can be accessed anywhere making it easier for family members who live at distance from their loved ones

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)	19

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
<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.	L4 & L5 QCF Leadership & Management
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 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
<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.	
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
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)	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 social care worker	1
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?	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

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	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.	

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

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)	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 social care worker	2
No. of staff working towards the required/recommended qualification	0

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	19
No. of posts vacant	4

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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF L2 Health & Social Care
Contractual Arrangements	
No. of permanent staff	19
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	16
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)	7
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	11
No. of staff working towards the required/recommended qualification	8
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No