

# 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:	Cross Care Limited	
The provider was registered on:	24/09/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cross Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/09/2020
	Responsible Individual(s)	Ruth Thorley
	Manager(s)	Katie Doyle
	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	A 3 day in-house induction is provided and then 2 days of shadowing. Assessed at the end of each section of the induction to identify an areas that need reinforcement. AWIF is then done (unless already have done it ) this is done over 4 workshops after completion of this staff move on to level 2. Supervisions can identify areas for training needs as well as spot checks . We have a moving and handling trainer and we ensure all staff have the correct training for the each Individuals needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have used Indeed a lot..even though the costs have risen a lot. Facebook is good for advertising in specific areas and word of mouth and recommendations from staff has proved quite successful. We are a real living wage employer and pay above their recommended amount, We pay mileage and travel time , we provide all the uniform and sundry items for staff , we make a fuel advance payment in the middle of the month to help staff with fuel costs. We have well being days for staff .

## Service Profile

### Service Details

Name of Service	Cross Care Limited
Telephone Number	01948258228
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

English is the main language used .  
We have a couple of staff that can speak welsh and a few individuals who know some welsh language but all care is supported with English at the request of the Individuals.  
Individuals are asked about their preference for communication

#### Service Provision

##### People Supported

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

52

##### Fees Charged

The minimum hourly rate payable during the last financial year?

22.03

The maximum hourly rate payable during the last financial year?

25

##### Complaints

What was the total number of formal complaints made during the last financial year?

3

Number of active complaints outstanding

0

Number of complaints upheld

1

Number of complaints partially upheld

0

Number of complaints not upheld

2

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We send out quality assurance documents, we do spot checks where we check on staff but also ask Individuals and family how things are going.  
We have an open door policy and feel we are transparent and will listen to comments and take them on board from all who we support and others involved in that care.  
We do reviews when care needs change /annually , whichever comes first , tis also gives all an opportunity to discuss how things are going.

##### 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)

Yes

Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)

No

Makaton

No

British Sign Language (BSL)

No

Other

Yes

List 'Other' forms of non-verbal communication used

we use wipe boards so we can write things down for the individual and they can write things down for us if required. Notes can be left on them also.

##### 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.

As far as we are concerned the support we offer is completely all about that person or as we tell them to tell us...All about Me. We are very thorough in our assessment of the Individuals and their wishes, expectations, ideals and vulnerabilities are considered paramount in formulating a care plan that fits with their needs and maintains their independence and control. The care plan is completely how they want to be supported and the way and manner they want. They will tell us what, where and when not the other way round. The only thing we might struggle with is the times of calls as quite often Individuals are fitting into a run that is already established.

I will always say to staff...if it was your relative that required care how high would your expectations be? Then say that if the care being provided isn't hitting our own personal expectations then it isn't enough and we need to do better.

We like to think we are innovative in the support we offer.. that the Individuals heritage is acknowledged, their way of liking things done, that we acknowledge the responsibilities and jobs they would have held prior to illness, can we make it specific to this...the answer is yes.

spot checks, care reviews, quality assurance, managers dropping in to say hello, give individuals and their families opportunities to ask questions, make suggestions, ask for an assessment if an area of the care needed is deteriorating or improving.

We read the care notes that the staff complete at each call and we are able from these to identify any issues and to act on them quickly and get it sorted. This makes the Individual and family happy that we are continuously monitoring and wanting the best for the individual.

We are readily contactable at any time, and we feel we respond appropriately and punctually.

We are honest and open and if a situation isn't good enough we will say so and sort it out immediately and then make sure that all are happy with everything changed and put in place.

Staff put the individual first and like we say...its all about them. We would love to be able to offer more social opportunities but Wrexham do not fund for this,

So we take individuals who are more isolated than other treatments, such as a favourite cake or sweets, or literature for them to read about surrounding areas, anything that will make it personalized.

<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>We believe that Individuals should be supported to be as independent as possible.</p> <p>We make sure that a thorough assessment is done then we can support the individual to maintain their independence and encourage them to improve their well being and health, both mentally and physically.</p> <p>We are keen to make sure that the individuals are receiving the maximum support they can with their health needs, we take advice and support from Occupational therapists , Physios , DNs , Doctors , social workers , social care assessors and community nurses. We will ask for reviews to support any changes in the health of the individuals and implement any new regimes that might be introduced. The individual is involved at every stage of this and their input is essential. We will ask for extra time to complete care calls so individuals dont feel rushed and all that needs to be done is achieved. We have seen some individuals improve tremendously , so much so that they no longer are a double carer call and some who end up not needing care at all.</p> <p>We have a lot of positive feedback from our individuals via word of mouth , phone calls , from social care practitioners , family members .</p> <p>If we receive feedback from staff to say that they are finding something difficult we will speak to the individual and then look at the best way of resolving this with them at the forefront of all of this.</p> <p>Wrexham dont offer social calls but this would be an excellent opportunity to get the more isolated individuals out and about a little and involve them in the community it would really improve their mental well being.. We wanted to start a working group made up of individuals , staff , family , other professionals but it has been impossible trying to get it off the ground, we are hoping that we can do this in the very near future.</p> <p>Spot checks , reviews of care , quality assurance and management visits are all ways of ensuring we are providing the best possible service and also a good way for individuals , family and staff to suggest different strategies to get to the best possible outcome.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The individuals safety is paramount.</p> <p>We recruit safely...we do DBS checks , annually and 6 monthly on the update service and reference checks , we will sometimes get an extra reference just for confirmation of other work , we ask for explanations of breaks in work history.</p> <p>Safeguarding Training is mandatory and all staff have refresher training annually , we also spot check staff and will ask them safeguarding questions or present scenarios to them. We also send out the safeguarding policy for review and when we meet with staff groups we check their knowledge of the policy and safeguarding in general we also talk about protected characteristics and accessible information standards as everyone has the right to be able to get the information they require in a way that is appropriate for them</p> <p>We have an open door policy so individuals , family , staff , other professionals know that they can contact us at any time if they are concerned about it and we can act appropriately and in a timely fashion.</p> <p>We explain to Individuals the checks that we do and explain that they are safe and well protected.</p> <p>We do risk assessments of peoples properties externally and internally , falls risks , medication risk assessments , mobility assessment to name but a few they are all carried out to ensure the safety of the individual.</p> <p>We are very keen on ensuring we work with the DNs on skin integrity issues and we pride ourselves in the tenacity of the staff to make sure that anyone nursed in bed has the best possible support and that they have confidence in us that there will be no skin / tissue breakdown.</p> <p>We are in a very privileged position to be supporting these individuals and we hope that they have the confidence in us that allows them to feel safe and protected.</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) 16

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 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fire Marshall Training  
The service manager undertakes all of the mandatory training. She has also just completed her Level 5 in care Management which was a big commitment of time.

She will look for care courses that will have a positive impact on her role.. so she did an extra safeguarding course which was 2 whole days, she looks at on line courses which provide information enabling to do her role... care rotas , financial practices , new digital systems that will enhance the care recording process for staff.  
Wrexham Council are very good at offering course to staff to help with the work we do .

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
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	3
No. of posts vacant	1
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Care co ordinators will set the rotas for the staff...they also do on call duties and work on care calls as part of their role and if required to cover. Session in care planning , and extra induction on the care co ordinator role are provided by out training manager.</p> <p>We are also looking at these staff being trained as moving and handling trainers so they can support a nd guide staff when out in calls and if staff request help or guidance.</p> <p>Spot checks will be covered by the care co ordinators and there will be specific training on this by the training manager.</p> <p>Assessments of new Individuals are part of the role and they shadow the manager and training manager to do this and then take on the task themselves but with support. Paperwork they do at assessments is monitored and scrutinised by the training manager once it is complete and any comments or advice to look at info again is sent to staff for it to be amended.</p> <p>Learning is an on going and lifelong process so staff are always learning something new.</p> <p>Again staff are encouraged to identify specific areas of interest and if training is available they can take that on and it will only enhance their abilities in their role.</p>
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<p style="text-align: center;"><b>Contractual Arrangements</b></p>
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No. of permanent staff	0
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

<p style="text-align: center;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>
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No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0

<p style="text-align: center;"><b>Staff Qualifications</b></p>
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No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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?	Yes

<p style="text-align: center;">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>
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<p style="text-align: center;"><b>Filled and vacant posts</b></p>
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No. of staff in post	35
No. of posts vacant	3

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	35
Health & Safety	35
Equality, Diversity & Human Rights	35
Manual Handling	35
Safeguarding	35
Dementia	35
Positive Behaviour Management	35
Food Hygiene	35
Please outline any additional training undertaken pertinent to this role which is not outlined above.	There is specific moving and handling extra training for staff supporting individuals with specific needs and equipment that all staff might not have used before. Staff are encouraged to request training in specific areas of care that they may have a particular interest in increasing their knowledge and then share that learning with other staff...say a dementia champion or end of life champion. We regularly highlight to staff ,training available to them that again might be of interest and will support their job role.

#### 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	35

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	10

#### Other types of staff

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