

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:	Cymorth Llaw Ltd	
The provider was registered on:	25/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cymorth Llaw Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/06/2018
	Responsible Individual(s)	Ian Hogg
	Manager(s)	Menna Roberts, Fiona Lloyd Jones
	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	The company has been accessing training through local authorities, this is available throughout the year and staff are allocated when training required. The Company uses a number of different training methods such as e learning and using our purpose built training centre for out sourced care training. The Company uses an existing training matrix to identify staff that need training and keep a record of completed courses, this also shows when training expires and planning in accordance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The company uses a range of methods to recruit staff and ensure levels of retention. The company currently recruits via on line solutions such as Indeed, Facebook, word of mouth quarterly staff news letters to promote opportunities, Universal jobs match, open days in various locations, mail shooting etc. Arrangements for retention include regular staff feedback, extended induction support where required and identify any additional training support staff may require, mentoring and supervisions

Service Profile

Service Details

Name of Service	Cymorth Llaw Ltd
Telephone Number	01248679922
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	194
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.36
The maximum hourly rate payable during the last financial year?	25.61

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?	Individuals are contacted regularly by client liaison officer and annual service evaluations are sent. The RI also consults with individuals who use the service as required. Senior care staff are also very much involved with the MDT and consult with Individuals also.

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.

From the outset, the company will receive a referral from the social worker or discharge co-Ordinator and the Individuals care plan will be sent to the company which will be discussed between the social worker and the manager. The company's manager will contact the individual and or their family to arrange a care assessment to be done and what matters to the Individual to be completed.

During the meeting, the company will discuss their care needs and compare with the original care plan if it truly meets their needs. During this time the staff will discuss with the Individual the opportunities available to them, if anything changes from the initial assessment this will be discussed with the social worker and a new care plan will be completed, involving the Individual at every aspect.

The recruitment and retention of care staff prohibits the company ability to fully develop the new way of working and this is an area that requires improvement. Historically, the Company has been able to recruit and retain sufficient levels of staff to meet the needs of the business and the Individuals receiving care. The severe lack of staff and candidates applying for care has dropped dramatically over the last 10 years and more recently since the end of COVID restrictions, this has compounded the situation even more.

We have also seen evidence from staff who have left the company to explore new job opportunities that Social Care Wales registration (SCW) has also contributed to this and processes of registration, training and other regulatory requirements has meant that a large number of core staff who work flexible hours or part time around child care and family commitments were not able to continue and found alternative employment that fits around their needs. This is very much out of the control of the company but has an impact nevertheless.

Staffing levels can also have an impact on the ability of the company to provide care calls as required on the care plan but an alternative option is always given and reducing the number of calls a client receives. This is always done with the involvement of the MDT.

(A full copy of the company's Quality Care review / statement of compliance is available upon request)

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.

The company always follows the needs of the Individual from the care plan and senior care staff work with social workers on the agreed care arrangements for individuals who receive the care. However, the company does conduct its own assessment and if it is necessary to change the care plan to meet the needs of the individual then we will inform the social worker with any changes and amend the care when required.

The company takes a very proactive approach to maintaining the health and wellbeing of people. This is identified very early on during the initial assessment and senior care staff maintain an active presence in the community to ensure that staff are aware of any information regarding the individual that they need to know and any changes in their care.

The Company has an excellent track record of working collaboratively with local CRT's and the MDT. Working closely with social workers and health professionals alike means the company can meet people's needs, but there are challenges. Continued staff levels are an ongoing concern and extensive competition in the wider labour market means it is more difficult to recruit and retain staff.

The company will continue to play an active role within the community and re-enforce a person-centred service delivery approach. This shift will give people a louder voice and further control over the service they receive, having a greater say and improved social connectiveness.

The company has identified that the review and update of some relevant policies can be improved. Senior carers and the Registered manager are having to be utilised frequently to help support care staff in the community, which is also part of their role but more frequently as the staffing issue continues.

The company is also seeking to employ additional senior care staff that will also free up the Registered manager to focus more on their primary role and this will also serve to help the business function and maintain standards.

The company continues to take a very proactive approach to maintaining the health and wellbeing of people. Care staff and management have an excellent rapport with Individuals who receive the service and they are able to express what they want without fear and happy to be supported in this way. The Individuals are given choice and an active offer of help and support that meets their needs.

(A full copy of the company's Quality Care review / statement of compliance is available upon request)

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

The company has not received any referrals for safeguarding. The company has robust policies and procedures in place which care staff have direct access to at any time and the company delivers training and Induction which covers all relevant policies.

During initial assessments, the individual is provided with information through the company's statement of purpose in relation to RISCA, which outlines how they can contact the company, who to contact and their role within the organisation. The statement of purpose also provides information on how an individual can make a complaint, or a safeguarding referral.

The company also works closely with the whole MDT including social workers, district nurses, occupational health care staff and other health professionals.

The company receives feedback from individuals who receive the service, in which they feel safe and a good relationship with care staff. The continuity of care means that care staff can pick up small things and this will hopefully alleviate any major concerns individuals may have about their care. The individual is able to build a professional relationship with care staff within the boundaries and trust.

The company has identified that the service evaluations that we use may require re-assessment and require changes that better reflect the views of the individuals who receive the service. The RI is available to contact at any time should any individual receiving the service need to speak to and any issues and concerns can be raised with the social worker and the MDT as soon as possible. This ensures that the service continuously works to a high standard.

Generally, people who use the service feel safe and protected. Maintaining an open mind and understand that any individual receiving the care, in any situation, could be the victim of abuse or neglect. When concerns are raised about the welfare of a person using the service, the company responds in a way that always puts that person and their best interests at heart.

On going training relating to safeguarding helps care staff ensure they are aware of their role and responsibilities in relation to safeguarding to help you identify the signs and symptoms of abuse and neglect and to inform the company and management if they know what to do if they have concerns and need to report an incident.

(A full copy of the company's Quality Care review / statement of compliance is available upon request)

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)	62

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	0
Health & Safety	0
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing medication and assessing competence Infection control Social Care Wales work book training for Managers
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?	No
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	4
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	4
Equality, Diversity & Human Rights	2
Manual Handling	4
Safeguarding	4
Dementia	3
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	infection control
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	48
No. of posts vacant	25
<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	15
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	15
Safeguarding	11
Dementia	8
Positive Behaviour Management	0
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid fundamentals of care Medication Infection control Dysphagia awareness Relevant COVID Training
Contractual Arrangements	
No. of permanent staff	11
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	37
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)	4
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	38
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