

# 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:	Delight Care and Support Services Limited	
The provider was registered on:	02/02/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Delight Care and Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	02/02/2021
	Responsible Individual(s)	Qakisiwe Moyo
	Manager(s)	Qakisiwe Moyo
	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	We have a learning culture which supports training and development of staff. This means keeping up to date through learning and working together with other agencies. We continue to ensure supervision is carried out as is a key tool in ensuring accountability, support, learning, professional development and service development, as supervision provides an opportunity for the worker to reflect on practice. Continued professional development is reviewed- where training is required, this is provided
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We continue to ensure we deliver high standards of care and to recruit, train more staff appropriately to ensure enough people to deliver a good level of care to the individuals we work with. We have a learning culture which supports training and development of staff. This means keeping up to date through learning and working together with other agencies. We continue to be creative in our approach to target the market in our aims to recruit and retain quality members of staff. development and se

## Service Profile

### Service Details

Name of Service	Delight Care and Support Services
Telephone Number	02921155613
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	We would provide other languages that the individuals prefer via interpreter

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	15
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	24

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?	<ul style="list-style-type: none"> <li>- Reviews</li> <li>- Questionnaires/ service user feedback</li> <li>- Face to face meetings</li> <li>- Regular Welfare checks</li> <li>- formal and informal carers and representatives meetings</li> </ul>

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	Yes
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>We continue to ensure during the assessment process we gather all the information from the individual, their families and representatives regarding their health and care needs. Seeking their views and wishes and how they want to be supported in their own homes, ensuring this information is transferred on to a detailed care plan which is personalised and written in their own words, reflecting choice and opportunities. Care plans are reviewed every 3 months and evidenced. Some care plans may be reviewed before the 3 months due to change of needs and evidenced. The care plans are detailed in a person-centred way of how the client wants their needs met.</p>
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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.

Providing care and support in the community, Delight Care Ltd (management and staff) has responsibility for providing good quality social care by ensuring good service delivery and promoting good outcomes for individuals who use our service provisions. This is carried out in a person-centred way and promoting wellbeing for the individuals.

The quality of our service is paramount importance to us, and we believe that meeting the requirements, needs and expectations of the individuals we work with is the ultimate measurement of quality. The extent to which people feel their voices are heard, that they have a choice about their care and support and their opportunities available to them will continue to be achieved by:

- Listening to individuals and understanding what it is they want and why

- Engaging our individuals in creating and sharing standards, processes and best practice

- Continuously striving to improve quality of our services through:

1. Providing the highest level of individual's satisfaction of the care and support we provide

2. Creating and sustaining effective partnerships with the individuals we support, their families and representatives.

3. Raising expectations, aspirations and standards

4. Listening and being responsive to all our clients

5. Championing continuous improvement

We are a fairly new agency that continues to grow but still want to remain reasonably small and know that we need to ensure that we have enough staff and resources to do this whilst continuing to deliver high quality care and support.

To continue to drive improvement need a positive workplace culture with the right staff, with the right values which is achieved through good learning and development opportunities.

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

We have continued our positive working relationships working with health and social care professionals and other community resource teams such as sing along groups, District nurses, Occupational Therapist and many more. We feel it is vital to work in partnership to share knowledge and experiences, which we feel is vital to our progression as a care provider.

We have an excellent working relationship with our staff where we have an open-door policy so staff can speak to us anytime if they have any issues or concerns. All staff are fully trained and receive ongoing training throughout and have regular supervision.

We have continued with our purpose which is to offer a high-quality bespoke service to enable clients to stay in the loving comfort of their own home with caring professional staff.

We have continued with our purpose that person-centred support at its heart, where the unique needs of everyone are recognised and skilled staff are available to provide care and support in a way that encourages self-determination and enables clients to achieve their best possible quality of life to:

- be as physically, mentally and emotionally healthy as possible;
- be safe;
- be involved in activities, hobbies or individual interests;
- access education, learning and development opportunities;
- have control over everyday life and where relevant participation in work;
- maintain their linguistic, cultural and /or religious identities;
- maintain family and personal relationships; and develop their potential, learn and practice life skills.

Our continued aims are:

- Ensure that our service consistently reflect the needs of the individuals who use and access our service
- To actively encourage the people who use our service to be at the heart of the decision-making process surrounding their care and support
- To maximise the health and well-being of the people who use our service
- To recruit and retain a diverse, skilled and experienced workforce
- To audit our service internally on a regular basis to ensure compliance to regulations to protect the people who use our service.

Care plans are reviewed every 3 months and evidenced. Some care plans may be reviewed before the 3 months due to change of needs and evidenced. The care plans are detailed in a person-centred way of how the client wants their needs met.

We continue to strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual cultural and ethnic needs.

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) 4

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>	
<p>Filled and vacant posts</p>	
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.	
<p>Contractual Arrangements</p>	
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
<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)	1
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	

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	1
No. of posts vacant	2
<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.	
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	1
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	1
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

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	8
No. of posts vacant	5

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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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	9

#### Staff Qualifications

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	5

#### Other types of staff

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