

# 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:	Evergreen Care Wales Limited	
The provider was registered on:	23/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Evergreen Care Wales Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/01/2019
	Responsible Individual(s)	Christopher Davies
	Manager(s)	Christopher Morgan
	Partnership Area	Gwent
	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 programme of mandatory training that staff complete a long with bespoke additional courses tailored around needs of individuals supported. We have a training coordinator that sources all training courses that are needed and refreshers that are due with these. The dates are booked with our training providers, sent to staff and team leaders for rota purposes and attendance note taken to ensure we have a record of staff that have attended. This is then detailed on a training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	When we identify a vacancy for staff, we list the vacancy on the .gov website, we also advertise from our office in Blackwood and current staff members pass the message around to friends and family. The friends and family route tends to be the most successful avenue. We have a couple of schemes that aid with retention including a retention bonus, competitive hourly rates, monthly notification of working hours and we also where reasonably possible try to facilitate any patterns staff find helpful

## Service Profile

### Service Details

Name of Service	Evergreen Care Wales Limited
Telephone Number	01495240343
What is/are the main language(s) through which your service is provided?	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?	39
--	----

### Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	20.50

### 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?	Coffee Mornings Meetings Service quality Questionnaires 3 Monthly Reviews Outcome Meetings RI visits One to one Sessions Social events and parties Phone calls / text message catch up's

### 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)	Yes
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>Through ongoing discussion and consultation with people supported it is evident that individuals voices are listened too and they are able to exercise choice. People supported confirmed that when they speak or discuss what is important to them support staff and management team listen to what they have to say, support them to achieve what they are communicating and offer guidance to ensure these choices are achieved. People supported confirm that their wishes and desires were listened too. People supported are regularly consulted about their care and support, how they would like this to look, what can change and what support best enables them to achieve this. Choices, wishes and aspirations are then recorded in peoples personal plans to ensure that everyone providing support delivers support in the way that they wish. Through regular outcome monitoring it enables people supported to discuss opportunities and what they would like to achieve and help to plan the support needed. Along with achieving personal support outcomes, people supported discuss their choices and what is important to them through regular 1.1 reviews, meetings, through discussion with their key workers and through ongoing day to day support from support staff. People supported discuss their views and choices through whichever means they feel most comfortable doing so. Quality standards set by the company are regularly tested and are being met. Staffing levels, training and supervision at the service are suffice to meet the needs of people using the service.</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>Through discussion with people supported and through reviewing paperwork completed in relation to health, development and wellbeing it is evident that people supported are happy, their health and wellbeing needs are being met and ongoing support where needed is given for people supported to achieve this. People supported have access to all relevant health professionals and advice and actions suggested are documented on outcome of appointment forms and in individuals personal plans to ensure these outcomes are achieved where possible. This is continually reviewed through ongoing monitoring of the service and through reviewing records in relation to health and wellbeing along with discussions with people supported. A recent example of this has been developing the day to day skill base of someone supported to the level where they are now able to do all activities of day to day living themselves without needing support or prompts from support staff. This has empowered the person supported and she is now ready to live independently without any support for the first time since becoming an adult. People supported nutrition and diet are actively encouraged where possible which aids people supported to maintain their ongoing health. When discussing choices and wishes with people supported, support and advice is given to encourage a balance between all the things that person wants to achieve and any possible health implications of these choices.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff undergo safeguarding training which all staff have completed, this is then refreshed as part of our training programme. New members of staff receive induction and appropriate training in relation to safeguarding. Staff also have detailed policy and procedures to follow which they sign to acknowledge they are fully aware of. This ensures that all staff are aware of their safeguarding responsibilities in protecting people from abuse and neglect. Through ongoing monitoring of service, any safeguarding referrals that are needed are acted upon, submitted to relevant safeguarding teams and any outcomes from these have been completed. An action plan is drafted following any referral made to ensure any identified actions are acted upon in a timely manner. As part of this process all actions are fed back to people supported and they are fully supported through this process ensuring they are aware of what is happening and what outcomes and actions are identified and being acted upon.</p> <p>Through ongoing consultation with people supported, people have confirmed that they feel safe with the support they receive. Staff and people supported discuss that they feel they have the appropriate support to discuss any concerns they have and are aware of the different channels in which they can discuss this. Staff and people supported confirmed that they know who they can discuss issues or concerns with and they feel that appropriate action will be taken when this is needed. Staff and people supported confirmed that they feel that information shared will be dealt with in a confidential manner and acted upon as needed ensuring people are safe and protected from abuse and neglect.</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) 99

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	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	0
	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.	
	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?	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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	2
Food Hygiene	1
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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	0
Other supervisory staff	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	10
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	7
Health & Safety	8
Equality, Diversity & Human Rights	5
Manual Handling	8
Safeguarding	7
Dementia	2
Positive Behaviour Management	10
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Administration of Medication First Aid Infection Control Autism and Sensory Buccal Administration Epilepsy BSL PECS Mental Health MCA DOLS / Liberty Protection Safeguards Brain Injury Diabetes Allergens Dysphagia ADHD
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	10
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)	10
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	10
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?	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	15
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	10
Health & Safety	9
Equality, Diversity & Human Rights	6
Manual Handling	10
Safeguarding	12
Dementia	5
Positive Behaviour Management	15
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Administration of Medication First Aid Infection Control Autism and Sensory Buccal Administration Epilepsy BSL PECS Mental Health MCA DOLS / Liberty Protection Safeguards Brain Injury Diabetes Allergens Dysphagia ADHD
Contractual Arrangements	
No. of permanent staff	15
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)	15
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	15
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	70
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	20
Health & Safety	35
Equality, Diversity & Human Rights	30
Manual Handling	40
Safeguarding	49
Dementia	15
Positive Behaviour Management	69
Food Hygiene	48
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> <li>Fire</li> <li>Administration of Medication</li> <li>First Aid</li> <li>Infection Control</li> <li>Autism and Sensory</li> <li>Buccal Administration</li> <li>Epilepsy</li> <li>BSL</li> <li>PECS</li> <li>Mental Health</li> <li>MCA</li> <li>DOLS / Liberty Protection Safeguards</li> <li>Brain Injury</li> <li>Diabetes</li> <li>Allergens</li> <li>Dysphagia</li> <li>ADHD</li> </ul>



Contractual Arrangements	
No. of permanent staff	70
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)	58
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	60
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Training Co-Ordinator / Admin - Arranges all training for staff in the organisation along with administrative tasks.
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	0
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.	
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
<div style="border: 1px solid green; padding: 2px;">           Outline below the number of permanent and fixed term contact staff by hours worked per week.         </div>	
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
<div style="border: 1px solid green; padding: 2px;">           Staff Qualifications         </div>	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0