

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:	Focus Care and Cleaning Ltd	
The provider was registered on:	13/12/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Focus Care and Cleaning Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/12/2021
	Responsible Individual(s)	Bisanga Langmia
	Manager(s)	Bisanga Langmia
	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 an account with social care TV, We also receive training through Cardiff city council social services. We have an Agreement with ACUMEN Care education for face to face trainings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Attractive salary which is both higher than the minimum wage and the national living wage. We pay enhancements to staff for working weekends, overtime and bank holidays.

Service Profile

Service Details

Name of Service	Focus Care and Cleaning Ltd
Telephone Number	02920894844
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	French Dutch Russian Turkish

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	30.00

Complaints

What was the total number of formal complaints made during the last financial year?	2
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?	Service user questionnaires, phone calls and review visits.

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 focus care and cleaning, as well as working with clients and their families, we intend to work with social workers, community health teams, Care inspectorate Wales, as well as local authority departments such as the police, GPs etc. We will make sure that the service users are at the centre of any decision taken about them. We will always consult with them and their families. Our outcome-based support approach is person-centred, outcomes-focused, and Inclusive. Our approach at Focus care and cleaning Ltd aims to shift the emphasis from what services we will offer to what outcomes they will achieve, that is from how a programme operates to the good it accomplishes. We focus on results, instead of activities or actions. It shifts the focus from what a service does, for example delivering 'X' amount of care hours, to what a service achieves, such as helping someone attain a new level of independence. It offers the benefit of having a clear purpose for every visit and a focus on achieving greater independence for individuals. This also assures local authorities that providers can demonstrate the impact of care delivered, measured in terms of positive outcomes for a service user's wellbeing. To deliver outcomes-focused care, providers must actively monitor each service user and their progress towards achieving the outcomes outlined in their care plan. Outcomes based monitoring is often captured via technology at the point of care delivery, removing the administrative burden of manual monitoring. This information is then shared in real time with the local authority for analysis and reporting. The rich range of outcomes information collected can also be used to:

- Plan and implement improvements based on the evidence provided
- Make evidence-based decisions about care delivery and outcomes
- Use increased knowledge to better support providers to deliver quality care
- Improve care delivery transparency for the circle of care

To implement our service delivery safeguarding plan, we use the following procedure: Outputs – Measuring, for example, the number of training sessions offered to staff, operations undertaken, visits made, or people served. We also implement the following Performance to standards or procedures/processes - Staff qualifications and continuous development through training, whether procedures are followed, and the accreditation of certain practices. We define a clear performance expectations and measures (baseline vs. expected results).

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.

At Focus Care and Cleaning, we believe that involving people in their care means supporting people to manage their own well being daily. It means supporting them to become involved, as much as they want or are able to, in decisions about their care and giving them choice and control over the services they receive from our company in general. This entails focusing on what matters to the individual within the context of their lives, not simply addressing a list of conditions or requirements to be met.

We strive to commission our services that routinely provide individuals with the information, care and support to determine and achieve the outcomes that matter to them. Involving individuals in their care may range from sharing decisions about one off procedures to ongoing care and support for people living with long term conditions or a disability. The amount of control an individual wishes or is able to take in relation to these may vary according to their background, experience, current circumstances and preferences. For example, someone with profound and multiple learning disabilities may find it more difficult to express their needs and preferences. Nevertheless, involvement may be achieved through conversations with those who know them best and who understand and are able to voice their likely preferences.

We are focused on involving people in their own care by focusing on 'what matters to you?'. Not only does this acknowledge the individual as an expert in their own care, but it also gives people greater choice and control over the care and support they receive.

To achieve this, we often open a new, more inclusive conversation between our care staff, individuals and their family. By identifying needs and agreeing together the goals that matter to each person, and their wellbeing needs are better met, and people are supported in daily lives, and the impact it has on their lives. This section outlines some of the ways in which this changed conversation can be supported.

- 1- Personalised care and support planning
- 2- Shared decision making
- 3- Social prescribing
- 4- Integrated personal commissioning
- 5- Self-management.

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

To implement our service delivery safeguarding plan, we use the following procedure: Outputs – Measuring, for example, the number of training sessions offered to staff, operations undertaken, visits made, or people served. We also implement the following Performance to standards or procedures/processes - Staff qualifications and continuous development through training, whether procedures are followed, and the accreditation of certain measures (baseline vs. expected results).

- Clearly defined due dates and milestones
- Provide incentives for performance
- Granting flexibility in exchange for accountability for results
- Monitored to ensure performance is being achieved

At Focus Care and Cleaning, we consider the critical success factors for managing a performance-based contract as.

- Monitoring Performance with regular reporting
- Adjust as and when necessary
- Identify changes in external factors that will impact performance
- Devise corrective action plans for deviations
- Benchmark and compare and analyse for next steps
- Revise performance targets to continue the push for gains
- Provide comparative performance data to Care Inspectorate Wales and Cardiff City council
- Communicate results with service user

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) 29

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	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.	Train the trainer. NVQ Levels 2 - 5
	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	26
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	26
No. of posts vacant	10
<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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Manual Handling	26
Safeguarding	26
Dementia	26
Positive Behaviour Management	0
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Drug abuse Basic life support
<p>Contractual Arrangements</p>	
No. of permanent staff	26
No. of Fixed term contracted staff	2
No. of volunteers	1
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)	26
No. of part-time staff (17-34 hours per week)	2

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	26
No. of staff working towards the required/recommended qualification	26
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No