

# 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:	For Your Care Services Ltd	
The provider was registered on:	31/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	For Your Care Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/05/2019
	Responsible Individual(s)	Leyla Jones
	Manager(s)	DEBORAH BIGHAM
	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	<p>Our strategy for identifying, planning, and meeting the training needs of our staff:</p> <ul style="list-style-type: none"> <li>Clear expectations for the role.</li> <li>Induction and mandatory training.</li> <li>Online eLearning.</li> <li>Identify staff skills and abilities.</li> <li>Regular communication, phone, face to face, meetings.</li> <li>Spot checks and Audits.</li> <li>Minimum 3 monthly supervisions.</li> <li>Monitor performance.</li> <li>Personal development plans/Yearly Appraisals.</li> </ul>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment:</p> <ul style="list-style-type: none"> <li>Job advertised through Indeed, social media and word of mouth.</li> <li>Being available to answer questions throughout the process.</li> <li>Receive job application forms with all the information.</li> <li>Interviews (current member of staff with job knowledge to assist)</li> </ul> <p>Retention of staff</p> <ul style="list-style-type: none"> <li>Support staff regularly and understand them.</li> <li>Staff performance gift cards.</li> <li>Staff fuel cards.</li> <li>Pension/holiday pay.</li> <li>Flexible working.</li> <li>Team building activities.</li> <li>Offer online courses that may not relate to this job role.</li> </ul>

## Service Profile

### Service Details

Name of Service	For Your Care Services Ltd
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Telephone Number	02922677087
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	Welsh

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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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?	19.00

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	Newsletters Face to Face Telephone Text Social Media

##### 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.

We are committed to promote choice, voice and control for all people using our service. We strive to engage and encourage service users and family representative to participate with quarterly care reviews we would discuss current needs whilst evaluating for any additional support that may be required. In turn this promotes choice, voice, and control as to how their desired outcomes are being achieved. From a quality perspective as manager this meets aspects of quality assurance by measuring strengths and weaknesses of delivery.

Six monthly quality audits are conducted by a senior member of the team would encourage quality of assurance questionnaire. Four quality of care reviews were completed during this period, no issues or concerns had been raised. People were very satisfied with the care arrangements and very complimentary about the staff who provided care.

- Yearly quality assurance questionnaires are sent out, these can be completed anonymously to enable people to feel at ease to write openly. We received seven out of ten sent back, all feedback positive.
- I promote all our staff to promote choice and independence relating to all service users to make decisions relating to their own care.
- Personalised care plans are completed ensuring that individuals are supported through proactive conversations focusing on their personal goals and the support that they need to manage their health and well-being. These are regularly reviewed 3 monthly minimum and amended when needs change.
- We accommodate changes in care plan times to assist with appointments, family outings, activities without their care time being lost.
- People can contact us or complete forms relating to any concerns or issues that may arise and these are dealt with promptly.
- Through discussion and suggestions, we can sign post and look at opportunities that people would like to do which would benefit them.
- Regular team meetings are held every quarter.
- Welcome feedback and complaints and these are critically reviewed and actioned.
- Care staff are encouraged to voice concerns, informal or official via policies and procedures such as whistle blowing/safeguarding.
- All service users are provided with complaints policy within the service users guide.
- We effectively liaise with social workers to support the service user to express their choice voice and control.

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.

We are committed to making sure that people are supported to maintain their current and ongoing health and wellbeing by being proactive, responsive, and engaging with health care providers such as district nurses, GP's, social workers where appropriate. Staff must monitor people daily within the lines of completing their duties; report concerns immediately and take the appropriate action required.

To maintain one's wellbeing, it essential that their health care such as medication administration is reviewed, analysed, and audited whereby lessons can be evaluated and implemented should the need arise. Effective communication between management and GP's and pharmacists support service users' overall wellbeing whilst providing ample opportunity to rectify any concerns with regards to health needs, for example a change in one's responses or maybe increased pain levels would be alerted, and changes made.

By conducting our regular reviews, we can monitor any changes that need to be addressed and signpost where needed. Our care plan reviews are important to feedback and learn from any lessons or problems that may have arisen. By frequently reviewing, sooner than quarterly, if necessary, this promotes a stable basis for delivery.

By being approachable and supportive to our service users and family representatives, this promotes partnership working whereby again appropriate signposting would be offered or alternatively actioned by ourselves with serious concerns for example disclosures of theft or abuse would be referred to safeguarding. By being approachable in stills trust and demonstrates professionalism.

Staff receive mandatory and person-centred training for example catheter care at induction and training is refreshed annually.

We promote our service users to maintain their health care needs by promoting choice, independence, privacy, dignity, respect and being the support mechanism that they would require to maintain a safe and reliable package of care. By supporting this the service user would be able to achieve their desired outcomes whether this be as basic as washing their own face and hands and brushing their teeth. We feel that this would empower the individual ultimately supporting their long-term goals.

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

We are committed to protecting people's wellbeing, and that they feel safe from abuse and neglect. Safeguarding policies and procedures are implemented and regularly updated and monitored in line with All Wales Safeguarding Act.

- Procedures are in place to vet and check staff before they start employment.
- Staff are trained to identify signs of neglect and abuse.
- Safeguarding and professional boundaries training are completed prior to staff recruitment and refreshed annually.
- We work closely with social workers/families/GP's/district nurses and engage with the safeguarding team if we require any advice or feedback.
- All Personal information is kept safe in line with the GDPR.
- We always listen to and respect people who use our service.
- Staff to use the recognise, record, report and refer.
- Staff are not become complacent and, to be proactive and responsive.
- Staff spot checks carried out to assure staff are carrying out their duties.
- Support, advice, and practical information help.
- Staff to log and inform management if they spot any changes in behaviour.
- Procedure to report any safeguarding to the local authority.
- All employees are responsible for supporting the policies and procedures.

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
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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	0
	No. of posts vacant	1
	<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	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Post for this role has not been filled.
	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	0	
Staff Qualifications		
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0	
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?	No
Other 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	3
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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Data Protection Safeguarding and Protection of Adults Infection prevention and Control Administration of Medication Principles and Values Fire Awareness Basic Life Support
<p>Contractual Arrangements</p>	
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	3
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1

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