

# 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:	Gofal Angel Care Ltd	
The provider was registered on:	24/08/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gofal Angel Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/08/2022
	Responsible Individual(s)	Angharad Thomas
	Manager(s)	Angharad Thomas, Catherine Hughes
	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	We monitor staff training via the training matrix, from this any training needs identified, have been allocated through our online training portal, any face-to-face manual handling or first aid has been booked and staff attend. Any training needs identified through supervision and observations have been arranged. New staff training involves full staff induction, all online training is completed prior to commencement of shadowing. First Aid and Manual Handling face to face.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We offer a rate of pay above living wage, we offer paid mileage for all staff. We offer an open-door policy at the office, inviting staff in for formal and informal meetings. Excellent communication between the staff and management. Our priority is to work with the team, to offer a good work/life balance whilst maintaining a balance to efficiently run the service, we provide all staff with adequate travel time, and time with the individuals they support, Overall staff feel fully supported.

## Service Profile

### Service Details

Name of Service	Gofal Angel Care
Telephone Number	01492463019
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	We offer a service through the medium of English and Welsh wherever possible; we are actively working towards the 'Mwy na Geiriau' Active Offer. We offer some material through the medium of Welsh, and when identified that an individual would wish to have the personal plan through the medium of Welsh this will be provided.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	36
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.00
The maximum hourly rate payable during the last financial year?	25.00

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?	The arrangements in place are to collect feedback from those accessing the service, their families, and their representatives through quality surveys, we then utilize the feedback to make improvements where needed. We meet with individuals regularly and have good communication between individuals, their families, and their representatives. We maintain communication with professionals to offer continual support for the individual receiving care. Overall the feedback has identified that individuals feel in control of their care and feel supported to achieve their outcomes. Our initial assessment process gives us opportunity to share with the individual and their representative about the operations of the company, hours of work, how the service will be delivered and ways to contact the team.

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.

<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>The individuals feel they have the choices regarding their care, and that their voices are heard within the assessment, we initially meet to carry out an assessment and identify their outcomes, and outcomes already identified in their integrated assessment. From this we compile the personal plan which is then discussed with the individual or their representative and if they are happy this is signed by us and the individual or their representative. The personal plan consists of how the individual would like their care to be delivered. Any feedback raised in other ways is addressed and discussed with the individual or their representative. Individuals are key to the assessment process and are part of the assessment process throughout; if they need to be supported with this, we will always identify the family member or representatives to also be present. We give opportunity for individuals and their representatives to provide feedback on their care and we act on anything raised by the individual or their representative through the care team, any improvements needed to the service is addressed. Some feedback through the quality survey identifies evidence of the individual feeling like their voices are heard, and feeling supported by the team, in an empowering and dignified way.</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>The individuals we support feel they are supported to remain living at home as they wish to. Individuals feel they can remain independent with support from the team. We ask individuals if they feel empowered to meet their needs and feel this is done in a dignified manner, feedback identifies they do: Do you feel that the service being provided empowers you/the individual and offers dignity and respect: Yes, on all counts. Absolutely Yes, very much so. We identify any adaptations that may be needed to enable the individual to feel safe at home, to support their ongoing health development. We ensure their personal plan is centred to them, we identify what individuals want, we work with other professionals to achieve this. Our quality surveys and feedback identify how the individual feels about their care and if their wellbeing needs are met. The anonymous surveys allow the individual to share their thoughts openly, at the same time giving them opportunity to share their identity within the survey if they feel they would like improvements made to their care, and offering them avenues to contact the team if they wish to share feedback and discuss their care. Families feel that individuals are supported with care and respect, feedback shared "The whole team treat my mother with respect and dignity. They ensure her needs are met and often go above and beyond. A high standard of care and compassion is delivered daily".</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The individuals we support feel safe and protected and feel if they needed to be able to share any concerns, they feel comfortable to do so. Or their families or representatives feel they can openly do on their behalf. Individuals are aware of who to go to if they needed support. This is shared through the initial assessment process, on how the company operates and who is who, this makes individuals feel reassured they can speak to the member of the team they wish to. Individuals feel supported by the care team and feel they could speak to them regards concerns. Some of the feedback identifies that individuals feel supported by the team and their 'caring approaches'. We try to always have regular members of the team, visiting individuals to provide continuity for individuals enabling relationship building, for the individual to feel they can talk openly to staff. And this is identified by individuals who share that we provide "Very consistent care with an excellent team".</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) 8

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	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
Food Hygiene	1	
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Listed below are the additional training we provide for staff, this list is not exhausted as any training needs identified will be arranged, or if staff request specialist training relating to the role.</p> <p>COSHH Medication Domestic Violence and Abuse Dysphagia Care Fire Safety Fluid and Nutrition Infection Prevention and Control Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DOLS) First Aid We also provide face to face first aid and manual handling training for all staff.</p>	

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?	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
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	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.	Listed below any additional training we ask staff to complete. COSHH Medication Domestic Violence and Abuse Dysphagia Care Fire Safety Fluid and Nutrition Infection Prevention and Control Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DOLS) First Aid We also provide face to face first aid and manual handling training for all staff.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	13
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>  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	15
Health & Safety	15

Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	0
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Listed below any additional training we ask staff to complete. COSHH Medication Domestic Violence and Abuse Dysphagia Care Fire Safety Fluid and Nutrition Infection Prevention and Control Lone Worker Mental Capacity Act 2005 inc Deprivation of Liberty Safeguards (DOLS) First Aid We also provide face to face first aid and manual handling training for all staff.
<b>Contractual Arrangements</b>	
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	13
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	7
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No