

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:	Gofalus LTD	
The provider was registered on:	16/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gofalus Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/04/2019
	Responsible Individual(s)	Malcolm Jones
	Manager(s)	Malcolm Jones
	Partnership Area	West 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	Training is identified by using our training matrix and 3 monthly supervisions. If there is specific training required to support an individual e.g. VNS for epilepsy then that will be sourced externally. Training is provided either online or through an external training provider e.g. Local Authority or Pembrokeshire College.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	During the last financial year any staff vacancies have been advertised through social media or by word of mouth. We follow our recruitment procedure and applicants are required a DBS and 2 references and if successful will have induction training. Numeration paid is above the NLW of Wales and travel time and mileage is paid. All new employees are supported to complete a Level 2 in Health & Social care with progression to Level 5.

Service Profile

Service Details

Name of Service	Gofalus Ltd
Telephone Number	01239 832852
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	At present there is no other language used in the provision of the service.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	26.13
The maximum hourly rate payable during the last financial year?	27.00

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?	Questionnaires were sent out or delivered by senior staff and by phone calls. We have an open door policy and both our clients and staff are encouraged to use this and have their say. Staff have an input into how care and support could be changed for the best for all individuals.

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	Yes
List 'Other' forms of non-verbal communication used	If required staff will be trained in Total Communication and Intensive Interaction provided by the local authority team.

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>1) People receiving care and support from Gofalus can be confident of a good quality service from care workers who are motivated, trained and effectively led. As the service is small, the individuals that are supported know the care workers and there is a good level of continuity. Our particular strengths are in our person centered needs led service and an open-door policy within the company enables and encourages staff and clients or their families to speak up about how things are for them. All staff share the values of the service and they are reliable, flexible and often go the extra mile to ensure peoples' range of needs are met. Staff appreciate the privileged position they are in by being invited into someone's home. They show respect for people and their property by ensuring the home is secure and clean when they leave.</p> <p>People's physical health needs are met. Care plans state what assistance is needed with medication and staff alert the family if they run out of medication. Care workers are able to recognise when a person's skin is at risk of pressure damage and know to report any concerns to the managers and the district nursing team. Moving & handling equipment is available for staff to use if necessary and most staff are trained in moving & handling. We have a good working relationship with the local GP surgery, district nurses, community occupational therapists and physiotherapist.</p> <p>People receive the allocated time for their visits. Individuals that are supported say they are not rushed and staff are neither expected nor required to leave early to get to another person.</p> <p>Care workers that are employed by Gofalus have a good knowledge of those they are caring for; their backgrounds and who and what is important to them.</p> <p>Care workers are reliable and there is a high level of continuity. Visits have always taken place and if staff are going to be late, they let the office and the person know.</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>All Gofalus staff advocate well on behalf of all the individuals we support and also their work colleagues. We report continuously to health professionals from GP's to District nurses to physiotherapists and OT's. Any concerns regarding our service users are reported to the office by staff. Service users are included and informed of any discussions we have with any health professionals. Staff report to the office and/or on-call continuously with any concerns that they have for the health and well-being of our service users. Staff also follow up to see and check that we have contacted the relevant health professional and to have an update on the progress of that concern.</p> <p>Care plans are reviewed every 3 months, or sooner if deemed necessary, and the client/family are consulted and sign that they agree with the plan of care.</p> <p>People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and take the steps necessary to safeguard people. Care workers have good relationships with those they care for and their relatives. They demonstrate a good understanding of what person-centred care means and are respectful of people's property. Relatives are always informed of any changes.</p> <p>Gofalus staff ensure that service users are happy and supported to maintain their ongoing health, development and overall well-being. They report well back to the office with any concerns thus enabling office staff to contact healthcare professionals for advice or house calls.</p> <p>Service Users want to stay at home for as long as possible and we, as far as is reasonably possible, will support them to do so. Whilst we continue to support service users to maintain their health and well-being and promote their independence then it is a possibility that they are able to remain home for as long as possible without having to go into a home.</p> <p>Gofalus client's physical needs are met and care plans state what assistance is needed. Any concerns are reported back to the office and in turn to health professionals and clients' families. Care workers are able to recognise if a person's skin is at risk of pressure damage and know to report any concerns to the manager, senior carers, office and district nurses.</p> <p>Staff are trained and they are not asked to carry out a task unless they have been trained in that are e.g. manual handling</p>

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

People are safe and protected from abuse and harm. Staff know the action they must take if they suspect a person is at risk. They have confidence the manager will take the appropriate measures to report any concerns, and take the steps necessary to safeguard people.
Care workers have good relationships with those they care for and their relatives. They demonstrate a good understanding of what person centred care means and are respectful of people's property. Relatives are always informed of any changes.

All Gofalus staff advocate for the service users and any concerns are reported back to the office and are encouraged to do so. If staff feel and know that the management will listen and act upon concerns then they are more likely to advocate this. We communicate with family members or friends etc. if there are any concerns regarding any of our service users.

We only employ staff that have been DBS checked and had references for them. Also, when recruiting I will make enquires locally about a person to gather information. As a small community you're guaranteed to know someone that knows the person trying for a job.

Our particular strengths are in our person centered needs led service and an open-door policy within the company enables and encourages staff and clients or their families to speak up about how things are for them. All staff share the values of the service and they are reliable, flexible and often go the extra mile to ensure peoples' range of needs are met. Staff appreciate the privileged position they are in by being invited into someone's home. They show respect for people and their property by ensuring the home is secure and clean when they leave.

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) 5

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

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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
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.	Leadership & Management Level 7

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	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.	

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

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
---	-----

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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
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

Staff Qualifications

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	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	13
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	6
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	13
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)	11
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

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	3

Other types of staff

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