

# 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:	Gozian healthcare LTD	
The provider was registered on:	10/08/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gozian Healthcare Ltd.	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/08/2022
	Responsible Individual(s)	Amarachi Sayce
	Manager(s)	Amarachi Sayce
	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	All staffing level identified as the business grows and the needs for right skill mix based on company business plan and growth forecast.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Various training and incentives are used to support staffing level and retention.

## Service Profile

### Service Details

Name of Service	Gozian Healthcare Ltd.
Telephone Number	02920362575
What is/are the main language(s) through which your service is provided?	English Medium
Other languages 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
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	20.71
The maximum hourly rate payable during the last financial year?	25.34

#### 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	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Feedback form and consultation visit.

#### 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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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 service users have full access to the management through the service user guide document placed at their home with contact details and how to reach out for any needs they might want for their care and support.</p> <p>Our staff and carer are required to send any of the concerns of our service users and their representative.</p> <p>Overall our service users are happy that they are listened to any time they have changed with their needs.</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>Our daily care delivery included a record of the mood of our service users and our carers do record any observation with regards to our service user health and wellbeing.</p> <p>Generally are service user are very happy and feel greatly supported.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Over all our service users feel safe and protected from abuse and neglect. Our carers have all done safeguarding training that will help them easily identify any safeguarding issues and report it appropriately</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) 23

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	2
	Health & Safety	2
	Equality, Diversity & Human Rights	2
	Manual Handling	1
	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	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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.	
<b>Filled and vacant posts</b>	
No. of staff in post	2
No. of posts vacant	6
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.	GDPR
<b>Contractual Arrangements</b>	
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?	No
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.	Care worker DUTIES OF OUR CARE WORKERS Please see the attached job description document that contains the details on the duties of our care workers. our care workers will carry out their duties as specified on their work plan for the day such as: <input type="checkbox"/> Bathing and showering assistance. <input type="checkbox"/> Getting up. <input type="checkbox"/> Washing <input type="checkbox"/> Personal grooming <input type="checkbox"/> Oral hygiene <input type="checkbox"/> Toilet assistant and incontinence care <input type="checkbox"/> Dressing and administering your medication. <input type="checkbox"/> Cleaning, shopping, and other household tasks <input type="checkbox"/> Social outings <input type="checkbox"/> Meal preparation <input type="checkbox"/> Night sitting. <input type="checkbox"/> Bed routine: getting in and out of bed
Filled and vacant posts	
No. of staff in post	18
No. of posts vacant	20
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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Manual Handling	18
Safeguarding	18
Dementia	18
Positive Behaviour Management	0
Food Hygiene	18

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control Basic Life Support Medication awareness
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	18
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)	13
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	1
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	6