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:	Hallows Care Limited
The provider was registered on:	10/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Hallows Care (Vale of Glamorgan)

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	10/04/2019
Responsible Individual(s)	Joanne Hallows
Manager(s)	Adam Hallows
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	The Organisation continues to utilize sector specific, electronic software to identify, plan and meet training needs of employees, together with mentoring and classroom based sessions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The Organisation remains open to applications, which continue to be processed in line with our internal HR policy, process and procedure, employment law and the sector Regulations. Employees continue to be supported and valued by The Organisation.

Service Profile

Service Details

Name of Service	Hallows Care (Vale of Glamorgan)

Telephone Number	01446731285
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?	90

Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
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?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Provision of Service Guide, social media posts, recorded messages.

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.	People who use the service strongly believe that they are listened to and enabled to make choices. They say that staff know them and their needs really well. These views are supported by representatives who were extremely complimentary about the service we provide. Selected comments from a recent Regulation 73 visit are shown below:
	• I cannot rate Hallows Care highly enough
	• Our family are really happy with the support provided by Hallows Care
	• The Manager has pulled out all of the stops to get C out of hospital and back home
	• The Manager dealt with lots of issues around the hospital not following the correct process, he really went out of his way.
	Our engagement with individuals provides them with the opportunity to express their views about all aspects of the running of the service. Our ethos has always been one of engagement and the promotion of independence and this approach is fundamental to all aspects of our personal planning and risk assessment process. We believe that people have the right to be involved, the right to make choices, the right to take risks and the right to make mistakes. As a result, people are always involved in decisions about their lives unless there are valid reasons. This is illustrated by a sample of comments from Regulation 73 visit reports such as:
	• New carers are always introduced to me
	• I would not want any other care provider
	• Hallows Care are friendly and caring
	It is clear that the people we support feel that their voices are heard, they have a choice about their care and support and the opportunities available to them.
	We must therefore remain vigilant and be proactive in ensuring that we are constantly looking to improve our systems and processes to support people to be at the centre of our service provision.
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.	The people who we have the privilege of supporting say that they are happy about the support we provide in relation to their ongoing health, development and wellbeing. People have commented positively on the support provided by our service. It is only when engaging with people about health and wellbeing does one consider how it has impacted on them, listening to their stories and life journeys makes you realize that for some people life has not been great and that everything we can do to make it better, more fulfilling and healthier will have a consequential beneficial impact on health and wellbeing. The feedback provided by people and their representatives shows that they are generally happy with the service provided and how we support people to manage their health, development and wellbeing.

The extent to which people feel safe and protected from abuse and neglect.	Individuals are provided with a Service Guide, this includes how to raise concerns and how to contact the Responsible Individual and Manager. This Guide also includes the complaints procedure. Safeguarding referrals are logged on the quality management system along with the outcome and service improvements identified.
	People tell us that they feel safe when supported by Hallows Care. There is ample evidence that the staff team have the knowledge, skills and competencies to meet their needs.
	A recent survey of the views of people supported provided evidence that people feel safe and protected when supported by Hallows Care. The table below shows the questions and scores for these questions:
	Question How safe do you feel when supported by Hallows Care Average score % = 100
	Question To what extent do you feel Hallows Care promote your dignity Average score % = 100
	Question To what extent do you feel that Hallows Care provide you with the opportunity to make choices about your care Average score % = 100
	Question To what extent do you know how to raise a concern or make a complaint? Average score % = 100

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)	20

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	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.	All staff undertake comprehensive initial training pertinent to their role, including visit electronic recording skills, medication awareness, infection prevention and control, data protection, end of life care etc. on commencement of their employment and, thereafter, refresher training every 3 years (or sooner if staff member requests or training needs are identified).

> 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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff undertake comprehensive initial training pertinent to their role, including visit electronic recording skills, medication awareness, infection prevention and control, data protection, end of life care etc. on commencement of their employment and, thereafter, refresher training every 3 years (or sooner if staff member requests or training needs are identified).

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 social care worker	1
No. of staff working towards the required/recommended qualification	0

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	6
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	3
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff undertake comprehensive initial training pertinent to their role, including visit electronic recording skills, medication awareness, infection prevention and control, data protection, end of life care etc. on commencement of their employment and, thereafter, refresher training every 3 years (or sooner if staff member requests or training needs are identified).

Contractual Arrangements

No. of permanent staff	6
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	6

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)	6
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	6
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	12
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	5
Equality, Diversity & Human Rights	5
Manual Handling	3
Safeguarding	5
Dementia	4
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff undertake comprehensive initial training pertinent to their role, including visit electronic recording skills, medication awareness, infection prevention and control, data protection, end of life care etc. on commencement of their employment and, thereafter, refresher training every 3 years (or sooner if staff member requests or training needs are identified).

Contractual Arrangements	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	11

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)	12
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	12
No. of staff working towards the required/recommended qualification	0

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