

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:	Harbour Care Services Limited	
The provider was registered on:	20/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Harbour Care Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/09/2018
	Responsible Individual(s)	Samantha Busby
	Manager(s)	Avril Busby
	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	All staff have completed the initial in-house induction course based upon the AWIF. Training is important to develop staff and ensure that they have the skills needed to undertake their role effectively. Individual's training and development needs are reviewed annually or more frequently. A record of completed training has been maintained on a Training Matrix and certificates of completion are stored in staff members personal file. Therefore access to training is based upon need and is planned.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have clear strategies and an effective recruitment practice to ensure that we appoint people who are both capable and motivated, using a values-based process to recruit people with the right behaviours and attitudes and a robust approach to vetting of new members of staff, by following up personal and professional references, looking at training records, gaps in employment history and a DBS check. All our staff have contracts of employment, are paid block pay and paid a wage above the RLW.

Service Profile

Service Details

Name of Service	Harbour Care Services Ltd
Telephone Number	01646663188
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

We strive to make an 'Active Offer' in Welsh. The administration paperwork is in English but we can share information with individuals and staff in the Welsh language. We fully recognise the cultural and linguistic needs of Welsh speaking Individuals within the context of inclusion, decision making and enabling control over all aspects of their care provided. We will aim to function bilingually to the best of our ability. Where appropriate, staff will use bilingual name lanyards.

Service Provision

People Supported

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

54

Fees Charged

The minimum hourly rate payable during the last financial year?

24.08

The maximum hourly rate payable during the last financial year?

28.00

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?

Individual, Family, Friends and advocates survey's were used to enhance and improve service delivery and demonstrate the participation and inclusion of all those involved in the service. Our aim is to deliver a high standard of care by adhering to legislation, regulations and best practice but also to adapt care to reflect and promote the wishes and preferences of the Individuals. We believe in the uniqueness and value of every Individual and we recognise the importance of working with Individuals to create a quality service which meets their needs, wishes and expectations. We strongly believe that participation should be an everyday right of Individuals and that the Individual being involved in their own care is an essential. We support meaningful partnerships with Individuals from the design to the evaluation and review of the service by giving them a range of opportunities to engage with us by a range of methods i.e. face to face, telephone, email or survey

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 here to support people to live their lives in a way that they want too. We support people to achieve their best possible outcomes in a way that protects, promotes and maintains their independence, safety and wellbeing. We are committed to ensuring that our customers have a choice in how we deliver the service and actively shape its future direction. We do this: by listening to them, by respecting their culture and beliefs, by treating people fairly and with dignity, by helping people to be in charge of their own life, by being open and transparent at all times, by working with people to find answers to their concerns and difficulties, by informing people what we are doing, by learning to do things better. We assist people to; Make decisions about their life, feel safe and secure, meet new people and try new things, have the same rights and responsibilities as everyone else, choose staff to work with people that they can trust. We encourage customers to make their own choices about who cares and supports them. We ensure that people are at the centre of their care and support service to enable them to shape the service they receive. We demonstrate this by carrying out surveys of both customers, their families or their advocates and also our staff, we anticipate that seeking the views of people involved will enhance and improve service delivery and demonstrate the participation and inclusion of all those involved with our service.

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 responsive to what we see, hear and know, to ensure that individuals maintain their health and wellbeing. Care staff ensure that they are up to date with individuals Personal Plans and make changes when they are needed. We carry out an annual survey to expand internal quality assurance processes by gathering the data. This supports us to meet the lines of enquiry covering the themes of Leadership and Management – Overall governance and Quality assurance. It is felt that the results provide statistical data which can be used in the self-assessment/development plan and quality assurance processes to improve performance. It is our aim to deliver a high standard of care by adhering to legislation, regulations and best practice but also to adapt care to reflect and promote the wishes and preferences of individuals. We feel that Stakeholders reported satisfaction with the service and they have engaged with Harbour Care in a positive manner. The responses were extremely pleasing, putting an individual and their needs at the centre of their care and support, with voice and control over the outcomes that will help them achieve well-being. Voice and control is a core principle of the Social Services and Well-being (Wales) Act. Voice, choice and control are important to us all. A comment received supported this; 'good rapport with carers who know her likes and preferences, portion sizes etc. etc. Sometimes it's that little attention that makes a huge difference to her day We'd also like to thank the whole team for the care you give her, not just physically but emotionally too. You make it easier for us to care for her and keep her at home. Thank you!' The results received throughout the quality reviews, were positive and show that we have a responsive and caring work force, that have built positive relationships with the Service Users and that service users feel safe but also the underlying theme that shone through the results were that respondents are 'Happy' with the service provided. Evidenced by a comment: 'They always cheer me up and I enjoy having lots of different conversations and getting to know everyone'

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

We do everything possible to keep people safe from all forms of abuse and neglect, working with them and other agencies to prevent avoidable harm. We do this by ensuring that our staff are well trained and skilled to provide the right care and they are able to recognise signs of abuse and report them swiftly. We give people the information needed to make informed choices and take informed risks. Staff understand and ensure the balance between individuals informed risk-taking, and the responsibility to ensure the safety of them and of others. Evidenced by a comment received: 'I feel that I can talk to them and they listen to me which makes me feel safe and like I'm not on my own. And they give me reassurance and support when I need it.' Staff can identify hazards in the home and reduce the risk of infection. Supporting with any medication needs carefully to minimise the risk of errors or support to continue to self-manage medication safely.

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)	16
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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
	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.	Infection Control, Medication for Domiciliary Care, Fire Safety for Domiciliary Care, First Aid, Catheter Care, End of Life Care
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.	Information Governance, COSHH, RIDDOR, GDPR, Supervision, Recording Information, Fire Safety for Domiciliary Care, Risk Assessment, Catheter Care

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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	1
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.	Information Governance, COSHH, RIDDOR, GDPR, Supervision, Recording Information, Fire Safety for Domiciliary Care, Risk Assessment, Catheter Care, Motor Neurone, Diabetes, Infection Control,
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	16
No. of posts vacant	4
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	13
Health & Safety	24
Equality, Diversity & Human Rights	20
Manual Handling	24
Safeguarding	24
Dementia	24
Positive Behaviour Management	20
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Information Governance, COSHH, RIDDOR, Recording Information, Fire Safety for Domiciliary Care, Risk Assessment, Catheter Care, First Aid, Medication, Motor Neurone, End of Life Care

Contractual Arrangements	
No. of permanent staff	15
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)	11
No. of part-time staff (17-34 hours per week)	3
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	9
No. of staff working towards the required/recommended qualification	6
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.	Responsible Individual
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	1
Manual Handling	0
Safeguarding	0
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Cather Care, Fire Safety in Domiciliary Care, First Aid
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	1
No. of staff working toward required/recommended qualification	0