

# 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:	Haven Home Care (UK) Limited	
The provider was registered on:	12/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Haven Home Care (UK) Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/02/2019
	Responsible Individual(s)	Jamie Broben
	Manager(s)	
	Partnership Area	West Glamorgan
	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	As a service provider, we regularly look to equip our staff with the appropriate skills and knowledge to deliver a high standard. All workers are required to undertake mandatory training upon joining our service as part of their induction and this is then recorded on a matrix which will alert management when refreshers are due. Specialist training is sought for more complex conditions where needed. The management team work together to plan our training on the matrix for the year ahead.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Where a need for further resources is required a vacancy is put together by management and shared publicly. Haven have actively sought ways to recruit individuals into the sector, we advertise our vacancies via numerous platforms, including job boards, social media and attend as well as hold recruitment open days. Recently we have commissioned an agency to manage our digital image and presence in the online community. We share our vision with the team and they make it an eye catching reality.

## Service Profile

### Service Details

Name of Service	Haven Home Care (UK) Limited
Telephone Number	01639893837
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 do actively work to offer the Welsh Language within our service and 12% of workers employed are fluent Welsh speakers. We match these workers where we can to individuals who prefer to use Welsh Medium. Where this is not possible, we encourage workers to use phrases or basic words to be inclusive.

#### Service Provision

##### People Supported

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

81

##### Fees Charged

The minimum hourly rate payable during the last financial year?

21.20

The maximum hourly rate payable during the last financial year?

28.65

##### Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

1

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?

Several opportunities were available, for people using Haven's service to provide their constructive feedback and recommendations for how we can improve. Undertaken by way of method - sending questionnaire letters bi-annually. Providing people leaving our service for whatever the reason, with a feedback and comments form. Allowing individuals to remain anonymous if they wished. We provide this opportunity in hard copy posted to all homes, and the ability to complete online.

It was recognised that we had not met the requirements to review cases formally, however, in recent months, supervisors have been given the appropriate direction and guidance; and have made good progress in contacting individuals and their chosen representatives where appropriate by phone at intervals 3 and 9 months and in-person at 6 and 12 months. There is room for improvement. The Responsible Individual is accessible and visible. R.I. has completed formal quarterly visits and evidenced findings.

##### 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)

Yes

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.

Speaking with a sample of people who receive a service and their representatives where appropriate, it is clear that people feel the support they receive is delivered by consistent care workers who know them well. As part of our monitoring and engagement with supported persons, we spoke to seven people receiving the service or their representatives where appropriate. The people we spoke with were very complimentary of the service in general. F expressed "To be honest, they are all really good and there is no worry with any of them, some are better than others. I have my favourites as we all do, but they are all good". This person continued on to say, "I've had experience with other care companies when my husband had care, and I have to say, I can see the difference with Haven and your girls and am very happy I must admit." A relative for Z stated "Staff are great, good set of girls. I take my hat off to the girls and fair play to Haven you have a great selection process and pick great staff. You get to know the girls, that's a good thing". People spoke with conveyed that they have voice and control and feel their wishes, needs and rights are respected with one person expressing "Luckily to have lovely, nice carers, because they are always lovely to me". A supported person expressed their gratitude to the staff team stating "They treat me with dignity and respect; and most of the time they let you know if there has been a change to the time. Haven and their staff are doing very well at the moment".

People using the service have expressed inconsistency with visit timings. The R.I. worked diligently and sent a comprehensive and personalised letter as the R.I. and Director to all using the service; not justifying, but rather providing further context to the sectors pressures and providing a road map to how we strive to improve. A further letter was sent asking people to provide their ideal 'perfect' times and acceptable times in two tables for R.I. to review and work diligently on the rota to effect positive improvements to the timing of visits and better scheduling for people and our workforce. The outcome of this was then communicated to people by letter, offering the opportunity for 1 to 1 sessions with the R.I. to explore further if anyone was dissatisfied.

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.

Haven is a domiciliary care service and therefore, the theme of environment is specific to the branch. It was evidenced that there are suitable spaces with in the premises for the office team and supervisors to work efficiently. The offices are generally organised and have sufficient provisions to provide privacy for supervisions and other meetings and also, for secure storage of documentation in locked cabinets. Speaking with a varied sample of people supported by the service or their representative where appropriate; it is evident that people hold their care workers in high regard and spoke complimentary of the care workers employed by Haven. It was felt by most individuals that the strong level of continuity Haven provides, fosters sound relationships. People spoke positively about the culture and ethos of Haven as a care provider and the standard of care & support provided. Having reviewed a sample of staff files, it is evident great improvements have been made in recent weeks to ensure files are structured in a more consistent manner and are compliant. It was evidenced that any gaps in records had been followed up and concluded. Staff files contained up to date enhanced disclosure checks, a minimum of two references; one of which was from the most recent employer. Staff files also evidenced a current clear photo of the staff sampled for this visit. We evidenced that the sampled supported people's office files contained up-to-date care plans and risk assessments that were mostly person centred.

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

Another individual stated "Very friendly staff that are always chatty. Care staff support me to continue living at my own home. Without their support, this would be impossible. Calls are timed and this can sometimes be tricky as carers cook/warm meals-support with toileting and medication which can feel rushed in 20 minutes and doesn't allow for anything to be freshly prepared. So food can be boring and repetitive as only ready meals, sandwiches or soup is suitable within the time allowed." J expressed "Excellent care at all times, no complaints. Keeping to times could be improved."

A relative for P stated "Haven supply a sitter for my relation, who has a care and support need. This great service allows me a much-needed break. The sitter that Haven supply is very friendly and my relation feels very comfortable and safe in the company of Haven carers. I cannot thank Haven and the sitter enough. Their service is of the highest standard."

Feedback was mostly positive of the service. There were suggestions made for areas of improvement with most people feeling that times are not always consistent, throughout the week and that they are not always informed of changes to their call times. One person said, "I think it all works well, the timekeeping hasn't been amazing; but in fairness we've had a pandemic and you've had occasions of being short of girls, which you can't help". With another individual stating "I'd like to have a weekly rota of who is attending, understand things change; but would like to be informed as it's nice to know who will be coming through the door and at what time". In this period the Director had sent a personal letter to all supported people and or their loved ones stating, "You matter - We do genuinely care for your best interests and the service we provide!". The letter was issued following the latest quarterly R.I. review of the service Haven provides. The purpose of the letter was to convey, that support people's thoughts, feelings and constructive feedback will be taken on board and is critical to the development and improvement of the service. The Director asked supported persons and or their loved ones to return a questionnaire about their visits, for the service to review and where needed strive for improvement.

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)	32
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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	
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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	0
No. of posts vacant	1
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
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	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	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	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
<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	2
No. of posts vacant	1
<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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Person Centred Supervision and Appraisal Practice Medicines Management Competency Assessor Pressure Management and Monitoring Speech and Language Therapy - training on individual person basis Gwaith am beth - Oral Care
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	1
No. of staff working towards the required/recommended qualification	1
Senior social care workers providing direct care	
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	0

No. of posts vacant	2
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	0
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
<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>	
<p>Filled and vacant posts</p>	
No. of staff in post	28
No. of posts vacant	4
<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	32
Health & Safety	14
Equality, Diversity & Human Rights	11
Manual Handling	32



Safeguarding	30
Dementia	19
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	28
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)	12
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	7
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	22
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No