

# 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:	Helden Care Agency Ltd	
The provider was registered on:	01/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Helden Care Agency Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/04/2019
	Responsible Individual(s)	Tracy Wells
	Manager(s)	Tracy Wells
	Partnership Area	Gwent
	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	Staff skills were regularly reviewed with supervisions, appraisals, skills assessments. Where additional training was identified, this was provided and undertaken. Opportunities were provided to widen skills, understanding and knowledge. This will increase the ability of the staff and ultimately, Helden Care Agency Ltd, to provide effective, timely and responsive support. If incidents arose, a root cause analysis would assess where training needs to be reviewed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Helden Care Agency Ltd has clear strategies and effective recruitment practices to ensure that it appoints people who are both capable and motivated to provide high standards of care. The agency uses a values-based recruitment processes to recruit people with the right behaviours and attitudes. The agency has a robust approach to vetting new members of staff, reducing the risk of an unsuitable person being employed and follows up personal and professional references, DBS check gaps in employment.

## Service Profile

### Service Details

Name of Service	Helden Care Agency Ltd
Telephone Number	01633271333
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	n/a

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	29
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### Fees Charged

The minimum hourly rate payable during the last financial year?	16.39
The maximum hourly rate payable during the last financial year?	20.23

### 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?	Telephone. Letters. Reviews. RI Visits.

### 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.

<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>Helden Care Agency Ltd has a policy and procedure for commencement. This includes but is not limited to, Arrangements for confirming that Helden Care Agency Ltd can or cannot support the Individual to achieve their personal outcomes.</p> <p>The capacity of the Individual to make decisions and any necessary involvement of others to support and confirm that decisions are being made in the person's best interest</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Who will be consulted as part of the process</li> <li><input type="checkbox"/> The information to be considered</li> <li><input type="checkbox"/> The assessment processes and who will undertake the assessment</li> <li><input type="checkbox"/> The circumstances where a service will not be provided</li> <li><input type="checkbox"/> The arrangements for commencing the service</li> </ul> <p>A summary of the commencement procedure is included in the Statement of Purpose and the guide to the service at Helden Care Agency Ltd.</p> <p>Before agreeing to provide a service, Helden Care Agency Ltd will make an informed decision as to whether or not they can meet the Individual's care needs. In making this decision, Helden Care Agency Ltd will ensure that the procedural points are considered in full.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The Individual's Personal Plan</li> <li><input type="checkbox"/> If there is no Personal Plan, the service provider's assessment</li> <li><input type="checkbox"/> Any health or other relevant assessments</li> <li><input type="checkbox"/> The Individual's views, wishes and feelings</li> <li><input type="checkbox"/> Any risks to the Individual's well-being</li> <li><input type="checkbox"/> Any risks to the well-being of other Individuals to whom care is provided</li> <li><input type="checkbox"/> Any reasonable adjustments which Helden Care Agency Ltd must make</li> <li><input type="checkbox"/> On commencement of the service at Helden Care Agency Ltd we will consult with the Individual, the placing authority (if applicable) and/or their representative to determine what matters to them.</li> </ul> <p>Helden Care Agency Ltd will obtain copies of and give consideration to any existing Personal Plans, integrated care and multidisciplinary assessments.</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>Providing continuity of care to all individuals will be viewed as central to providing a high quality service at Helden Care Agency Ltd.</p> <p>The agency understands that continuity of care means the individual must have the minimum number of changes of carers in order to minimise disruption to their routines and ensure consistency and quality of care.</p> <p>Each individual is supported to develop a professional relationship with the carer and the agency so that we are familiar with how the individual would like their care to be delivered, and can readily identify and respond to risks and concerns. Carers will be matched to the individual following assessment of the individual needs. The carers will have the skills, experience and training to meet the needs and expectations of the individual as outlined in the personal plan. The individual has the right to request or change the carer and this decision will be respected and accepted. Individuals will be asked of preferred gender of carer.</p> <p>Staff will ensure that the individuals records are person centred and kept up dated whilst ensuring where possible that the individual is involved in their own personal plan and decision making. Records will be stored in line with the data protection act.</p> <p>Staff will document any changes to the individual and contact Manager immediately to ensure good communication and ensure any action that needs to be taken can be undertaken.</p> <p>All staff responsible for the care of individuals are aware of the communication systems of the agency. Carers are taught to use the communication tools used at the agency to aid effective communication with other professionals.</p> <p>Staff meetings, supervisions and appraisals will be used to inform staff of communication systems as well as in daily practice.</p> <p>Individual records will be reviewed audited to drive continuing review of practice and quality assurance on a regular basis by the Manager and the RI for the agency.</p> <p>The manager will seek feedback from the individuals, their families and visiting professionals about communication of the agency as a means of identifying if changes need to be made.</p> <p>All incidents/accidents, complaints and suggestions will be reviewed as part of the governance activity and any themes around communication and continuity of care will be investigated and reflected upon.</p>

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

Helden Care Agency Ltd is committed to safeguarding and promoting the welfare of Individuals and to the principles of effective safeguarding, adhering to local policies and procedures, as well as the Wales Safeguarding Procedures.

Helden Care Agency Ltd provides the service in such a way that it ensures Individuals are safe and protected from abuse, neglect and improper treatment.

To support Helden Care Agency Ltd in meeting the following Lines of Enquiry:

Care staff are trained in safeguarding and are encouraged to raise any concerns they may have with their manager. There are policies and procedures in place for guidance that all care staff must follow.

Care staff complete a reporting of changes form which they then give to their manager who will risk assess and identify any changes and involve relevant professionals and update the individual, family, care staff with new support plan/risk assessments.

Helden Care Agency Ltd aims to support and empower each adult to make choices, to have control over how they want to live their own lives, and to prevent abuse and neglect occurring in the future.

To equip staff in understanding their role and responsibilities relating to safeguarding, such as:

- Recognising risks and safeguarding concerns
- Acting on those risks and concerns
- Playing a part in preventing incidents

To manage the safety and well-being of adults in line with the principles of safeguarding and to identify lessons to be learned from cases where adults have experienced abuse or neglect.

The agency gives clear expectations of the responsibilities of Helden Care Agency Ltd to other stakeholders and Individuals. Safeguarding is everyone's business.

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)	7
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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.	Care planning, Consent, Disaster planning, Person centred care, Personality disorders, Record keeping, Stress management.

#### 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
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#### Other supervisory staff

Does your service structure include roles of this type?	No
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#### Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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
<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	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.	Assessing needs, Communicating effectively, Confidentiality, Continence promotion, Coshh, Diabetes, Dying, Death and Bereavement, Fire training, First Aid, Infection control, Nutrition and diet, Person centred care, Pressure care, Risk assessment, Safe administration of medication, Wound care, Covid 19,
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
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>	
Filled and vacant posts	

No. of staff in post	13
No. of posts vacant	5
<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	3
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.	Coshh, medication, First aid, Infection control, Fire awareness, Person centred care, Hand hygiene, Effective communication, Oral health, Diabetics, Confidentiality, Pressure care and tissue viability, Risk assessing, End of life, Fluids and nutrition, Assessing needs, Wound care, Contenance promotion. Qcf 2 & 4.
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	7
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	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	11
No. of staff working towards the required/recommended qualification	2
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No