

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:	Hippo Health Care Ltd	
The provider was registered on:	27/08/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hippo Health Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/03/2023
	Responsible Individual(s)	Kundai Chuma
	Manager(s)	Stephen Mungofa
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Hippo Health Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	27/08/2020
	Responsible Individual(s)	Kundai Chuma
	Manager(s)	Stephen Mungofa
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	Hippo Health has external training companies and also engages in online staff training and all compulsory training such as Manual Handling.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have been approved to recruit from outside the UK and have also put of hourly rate higher than the Real Living Wages for staff retention. DBS is paid for by Hippo Health Care and we pay per hour not per minute.

Service Profile

Service Details

Name of Service	Hippo Health Care
Telephone Number	02920894811

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	French , Spanish , Swahili and Arabic

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	67
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	24.02

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	1
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	5
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	1. Social Media 2. Newsletter

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	Yes
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.

Service Users are given a feedback form every 3- 6 months for improvement of their care and also Care coordinators and RI visit SU for support and make sure their voices are heard

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.	Personal Centred care is given to SU to make sure that they are supported and their wellbeing matter. They are given the choice of the time they want their calls to be done to make sure that their voice matter and is heard. At some occasions, SU can be allowed to choose specific care worker they would want for their care
The extent to which people feel safe and protected from abuse and neglect.	Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It's fundamental to high-quality health and social care and we safeguard our SU by protecting their rights to live in safety, free from abuse and neglect. We make sure that all the staff are trained to understand when abuse, harm and neglect is happening.

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)	45
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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	45
	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	45
	Health & Safety	45
	Equality, Diversity & Human Rights	45
	Manual Handling	45
	Safeguarding	45
Dementia	45	
Positive Behaviour Management	45	
Food Hygiene	45	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support /First Aid End of Life Care Medication Training Person Centred Care Training All Wales Induction
Contractual Arrangements	
No. of permanent staff	40
No. of Fixed term contracted staff	5
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)	40
No. of part-time staff (17-34 hours per week)	4
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 Service Manager	7
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	38
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	2

Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	2
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)	3
No. of part-time staff (17-34 hours per week)	1
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	2
No. of staff working towards the required/recommended qualification	3
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	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	5
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	

No. of permanent staff	10
No. of Fixed term contracted staff	10
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	5
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)	15
No. of part-time staff (17-34 hours per week)	5
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	5
No. of staff working towards the required/recommended qualification	10
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?	No

Service Profile

Service Details

Name of Service	Hippo Health Care
Telephone Number	02920894811
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?	67
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	24.02

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?	Use of social media, website and leaflets

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 guidance 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>	
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 ask people to give reviews and also send certification questionnaire.
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.	People are given person centred care in their own homes making sure that their voices are heard.
The extent to which people feel safe and protected from abuse and neglect.	All care staff are DBS checked before commencement of employment and two references obtained before start of work

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)	45

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
	<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	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	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.	
	Contractual Arrangements	
	No. of permanent staff	2
	No. of Fixed term contracted staff	1
	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)	1	
No. of part-time staff (17-34 hours per week)	1	
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 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?	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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	3
No. of Fixed term contracted staff	3
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)	3
No. of part-time staff (17-34 hours per week)	3
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 Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
<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	45
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	45
Health & Safety	45
Equality, Diversity & Human Rights	45
Manual Handling	45
Safeguarding	45
Dementia	45
Positive Behaviour Management	5
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	45
No. of Fixed term contracted staff	45
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)	45
No. of part-time staff (17-34 hours per week)	45
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	10
No. of staff working towards the required/recommended qualification	35
<p>Other social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

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