

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:	Identified Health Care Limited	
The provider was registered on:	20/01/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Community Care and Support	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/01/2023
	Responsible Individual(s)	Tendai Maunganidze
	Manager(s)	Tendai Maunganidze
	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	Identified Healthcare Limited is a new organisation and has just started recruiting after obtaining a licence in January 2023. All members of staff being recruited will go through formal training. This will include face to face Manual Handling to attain the All Wales Passport, Infections Control and Basic Life Support. This training is now booked and will be provided by ADLR Care Training Ltd. Other training courses will be through Careskills Academy online training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment currently is through through advertising through free channels like, word of mouth and social media. Discussions by Directors is on going to find a way of recruiting more staff and it is currently hard to recruit for a small start up organisation.

Service Profile

Service Details

Name of Service	Community Care and Support
Telephone Number	01633 741711
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?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	20
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The maximum hourly rate payable during the last financial year?	20
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Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	N/A
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Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
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Makaton	No
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British Sign Language (BSL)	No
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Other	No
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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>Our registration was approved on 20/01/2023 until 30/03/2023 we were still in the process of registering for accreditation with Local Authorities in the Gwent area. Since then, we have acquired contacts with Newport City Council and Torfaen Borough Council. Going forward, we will be able to bid for tenders through the brokerage system. However, we have not started trading or made physical contact with any service users yet.</p> <p>Our objective is always to provide our service users with the care they need. As such our first task will be to undertake a thorough review or assessment of their current needs, involving a discussion with the individual, usually in their own home, covering several issues, such as your current treatments, likes, dislikes, allergies, lifestyle preferences etc. We may also need to talk to others involved in your care, such as family members, or relevant social/healthcare professionals so that we can get a complete picture.</p> <p>The Personal Care Plan will reflect on individual needs, and we will always attempt to match those needs with the skills, experience, aptitudes and competencies of the Carers we allocated to their care.</p> <p>We will aim to provide services at the agreed time. It may be necessary, however, on occasion, to vary that time, owing to having to deal with adverse weather conditions, staff illnesses etc. We will aim to give you as much advance notice as possible if these circumstances arise.</p> <p>Should we be required to commence services in an emergency we will undertake such an assessment within 2-7 days of commencement. If you are unable to fully express your preferences, we will act in accordance with your best interests when making decisions on your behalf.</p> <p>As the IR I will be visiting all individuals who are receiving our services every three months to review their care and support plans, note any changes in needs and reported back to the local authority and family for adjustments in the care and support plans and take note of any grievances that they may have regarding the service provision. We have a complaints procedure in place which is accessible through our website and contact details are also provided within each individual's care plan.</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>We aim to provide Carers who will provide consistent care on a regular basis. Owing to holidays, sickness, etc. it may on occasion be necessary to provide you with an alternative but similarly experienced Carer. When this happens, we will try to give you as much notice as possible.</p> <p>If the Carer does not turn up, or for any reason the individual is not satisfied with the standard of service, there are contact numbers readily available for the individual to notify us without delay, so that no time is lost in rectifying the situation to your satisfaction.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As we have not started trading we aim to conduct regular reviews of individual care plans and monitor all care calls through the electronic care monitoring system and staff training, I believe we will be able to care for our service users in an appropriate manner.</p> <p>Safeguarding training will be mandatory, offered to all staff on recognising signs of and types of abuse and reporting any potential abuse through our safeguarding lead.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>1</p>

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