

# 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:	iMeUs HealthCare LTD	
The provider was registered on:	01/06/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	iMeUs HealthCare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/06/2020
	Responsible Individual(s)	Keith Hayns
	Manager(s)	Ewelina Petr
	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	We have full induction program that outlines the identifying, planning and needs assessments of a new employee with structure time frames and deadlines. We follow internal policies that direct iMeUs healthcare in pathways in completion dates and time tables for new employees to complete before working in any care setting and through out which would include shadowing and supervision on a micro starting block. For existing staff we have a built in matrix that is open for both staff and management
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Build employee engagement, recognition and rewards for employees, A solid recruitment base that allows us to employ the right employees, Our exceptional onboarding experience and awards, great avenues for professional development and financial support, build a culture employees want to be a part of and feel belong to, we offer many awards that improves wellbeing and staff moral, A good management support structure that all can trust. A solid support system that allows for further development

## Service Profile

### Service Details

Name of Service	iMeUs HealthCare
Telephone Number	01446731190
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	75
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### Fees Charged

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

### Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	5
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?	iMeUs HealthCare engages through monthly/quarterly email forums and newsletters. We offer staff and service users and family zoom meeting with face to face contact through events and forums which includes meetings where all are invited.

### 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)	Yes
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.

Here at iMeUs HealthCare we focus and pride ourselves on a person centred approach which includes all individuals related to the person care including, us, them, family, professionals, friends advocacies. With this and our approach we are positively re active to listening hearing and allowing voice of care. iMeUs HealthCare believes having voice and control over decisions that affect the individual daily care, their views, wishes and feelings taking into account respect are taken into consideration are vital ly important in the delivery of homecare. For us it is essential th at our service users feel empowered to speak up about their ow n choices and views.

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.

Promoting adult's wellbeing is at the heart of everything we do here at iMeUs HealthCare which plays a key part in the service users delivery of care and that of training development of staff focusing on safety, happiness and a enjoyment to life. By ensuring ones wellbeing and good promotional health we believe this supports the daily care our service users receive and in turn helps with recovery and daily independence. iMeUs HealthCare has a wealth of mental health experience which helps us and our staff in supporting the overall wellbeing of those that use our service whether that be those we look after or friends or family knowing their loved ones are in safe hands. We recognise many factors of ones wellbeing which includes not only themselves but, their environment, stress levels that comes with home care for all those involved, family circumstances and abuse and neglect. We work on a everyone's responsibly approach in recognising ones wellbeing and mental health whilst supporting ongoing care development knowing what actions to take if concerns arise.

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

We believe due to our commitment to our services users through our key principles of:  
 Empowerment – people are supported to make their own decisions and have control over their care  
 Prevention – informing people about abuse, what to look for and how to report it through good comprehensive training, Proportionality – getting individuals to understand the person without being over-protective and remaining within the professional boundaries. Protection – Giving service users and others support for those in most need and how to make this effective. Partnership – services working together, helping to detect any indicators of abuse and how again to report this. Accountability – everyone knows their roles and responsibilities and abides by these through professional practice and service agreements.

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)	22
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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
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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
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No. of posts vacant	0
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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.	Basic Life Support and First Aid Training Care Operating systems Duty Candour Stroke awareness Incident and accident reporting and recording GDPR Diabetes Training End of life training Pressure care training Parkinson training Swallowing awareness Training Communication Dignity Awareness Fire Safety Catheter training Infection Prevention and Control Medication Management Mental Capacity and Liberty Safeguards Moving and Handling Objects Nutrition and Hydration Oral Health Person-Centred Care Recording and Reporting Other Specific Conditions which includes physical and mental health

#### 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	3
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>	
<p>Filled and vacant posts</p>	
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	1
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.	<ul style="list-style-type: none"> <li>Basic Life Support and First Aid Training</li> <li>Care Operating systems</li> <li>Duty Candour</li> <li>Stroke awareness</li> <li>Incident and accident reporting and recording</li> <li>GDPR</li> <li>Diabetes Training</li> <li>End of life training</li> <li>Pressure care training</li> <li>Parkinson training</li> <li>Swallowing awareness Training</li> <li>Communication</li> <li>Dignity Awareness</li> <li>Fire Safety</li> <li>Catheter training</li> <li>Infection Prevention and Control</li> <li>Medication Management</li> <li>Mental Capacity and Liberty Safeguards</li> <li>Moving and Handling Objects</li> <li>Nutrition and Hydration</li> <li>Oral Health</li> <li>Person-Centred Care</li> <li>Recording and Reporting</li> <li>Other Specific Conditions which includes physical and mental health</li> </ul>
<p>Contractual Arrangements</p>	
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	3

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	6
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	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Life Support and First Aid Training Care Operating systems Duty Candour Stroke awareness Incident and accident reporting and recording GDPR Diabetes Training End of life training Pressure care training Parkinson training Swallowing awareness Training Communication Dignity Awareness Fire Safety Catheter training Infection Prevention and Control Medication Management Mental Capacity and Liberty Safeguards Moving and Handling Objects Nutrition and Hydration Oral Health Person-Centred Care Recording and Reporting Other Specific Conditions which includes physical and mental health
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	6
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	0
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	15
No. of posts vacant	0
<div style="border: 1px solid green; padding: 2px;"> <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> </div>	

Induction	5
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<ul style="list-style-type: none"> <li>Basic Life Support and First Aid Training</li> <li>Care Operating systems</li> <li>Stroke awareness</li> <li>Incident and accident reporting and recording</li> <li>GDPR</li> <li>Diabetes Training</li> <li>End of life training</li> <li>Pressure care training</li> <li>Parkinson training</li> <li>Swallowing awareness Training</li> <li>Communication</li> <li>Dignity Awareness</li> <li>Fire Safety</li> <li>Catheter training</li> <li>Infection Prevention and Control</li> <li>Medication Management</li> <li>Mental Capacity and Liberty Safeguards</li> <li>Moving and Handling Objects</li> <li>Nutrition and Hydration</li> <li>Oral Health</li> <li>Person-Centred Care</li> <li>Recording and Reporting</li> <li>Other Specific Conditions which includes physical and mental health</li> </ul>
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	2
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	7
<b>Other types of staff</b>	
Does your service structure include any additional role types other than those already listed?	No