

# 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:	INN CARE LIMITED	
The provider was registered on:	28/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Inn Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/03/2019
	Responsible Individual(s)	Abdiraxman Kheireh
	Manager(s)	Tida Kanteh-Fatty
	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 a robust system in place, including a matrix where all staff start dates, training dates, and more importantly training expiry dates are recorded. this system has colour codes where when staff member training or DBS is due will indicate different colours when RED is less than 30 day. The system is monitored, reviewed, and update on a regular basis. We have a compliance officer who looks after this system. We use staff 1-1 to identify training as well as complaints/feedback trends.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a robust recruitment policy, where we aim to recruit the most experience and/or compassionate staff to look after our service users. We have a dedicated recruitment officer whose job is to oversee the whole process. This individual is responsible from the entry point to shadowing to avoid overlap or duplication. We have the carer of the month scheme, where we reward & thank staff members. We referral scheme (£150), and we have advance (financial support) to help staff.

## Service Profile

### Service Details

Name of Service	Inn Care Limited
Telephone Number	03301132948
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

We operate in a very diverse community so we have many languages used by our service users (SU).

Somali  
Bengali  
Urdu  
Arabic  
Italian  
Welsh&English

## Service Provision

### People Supported

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

80

### Fees Charged

The minimum hourly rate payable during the last financial year?

19.36

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

2

Number of complaints upheld

0

Number of complaints partially upheld

0

Number of complaints not upheld

3

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

We have a robust system in place to consult our service users (SU), we send out 3 monthly review forms where we ask the SU for their frank opinion about the service they receive, this is done anonymously, to ensure trust and confidentiality. We also, carry out spot-checks and review visits where we have the chance to chat with the SU in a more friendly setting. Once the information is collected it is analysed, and the finds are used to improve the service and which is fed back to our SU during review visits. Furthermore, the findings are discussed and trends identified are addressed, where RI will commit resources to address the trends and bridge any gaps in service delivery. Communicating with our SU is not set to a certain time of the year, but it's a continuous process, we keep in touch with SU, their families, and representatives through out the year.

### 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>We will ensure that people who use our services receive treatment and support that is personal to them and that is meeting their needs.</p> <p>We will make sure that the choices of people who use our services are respected and accommodated where it is appropriate to do so and falls within our aims and objectives.</p> <p>Individualised assessments and care plans will be set up based on the service users' needs, choices, and preferences. We will ensure that the service user is involved in the decision-making and make reasonable adjustments in the process so this can happen.</p> <p>The care provided will be centered on the service user as an individual and will consider all aspects of their individual circumstances and what their immediate and long term needs are. They will be allowed to take some risk giving them the right to make their own choices and we will explain the risk to them and the best way to manage this.</p> <p>We will ensure that the care plan is implemented, is flexible if adjustments have to be made and is regularly reviewed to keep up to date with the changing needs of the service user.</p> <p>Continuity in care where possible will be maintained so that the service users know their carers. We will ensure that the service user has sufficient information and knows a named person to call.</p> <p>We will regularly review the effectiveness of the service and will know that it is effective when the service user is happy is being enabled and independence is promoted and the care provided is making a difference in their lives. Information checked via review and anonymous feedback is used to ensure that our service user's voice is heard and all concerns are addressed. For example, when we receive a complaint or feedback relating to service delivery we would deploy a senior member from the office to look into the matter and gather all information, and then feedback to the manager, the manager will then analyse the information and take the appropriate action whilst at all times maintaining contact with the service user and/or their family or representatives.</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>To Inn Care Ltd it's paramount in making sure that people with care and support and needs and their families receive good quality care so can live as independently as possible. We encourage our service users to take the lead in their care by doing as much as possible for themselves in accordance with their ability and mobility. We do this by identifying the service user's health issues by carrying out a mobility risk assessment (RA), this allows us to determine how much they can do themselves, and carers are then encouraged to support the service user to do small tasks as per ability and mobility.</p> <p>We advise service user families and representatives to work with us to support and promote service users to be active and healthy. We encourage our service users to eat healthy, regular, and balanced meals and drinks. For those we support we continue communicating with them via suitable means that are appropriate for them. We promote and encourage mutual aid and support amongst staff and service users 'We are all in it together'. Through RA we identify what each individual enjoys doing and adapting the means by which they might continue those things eg by using online resources to continue a favorite hobby or interest. We help service users to set and achieve goals even small goals in order to give a sense of satisfaction, control, and purpose.</p>

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

As a provider of care in the community we are committed to ensuring that the services we provide safeguard people who use our services from abuse. We are committed to our responsibility of keeping all service users safe and free from harm.

We have a registered manager who is experienced and qualified to undertake the role of overseeing the care and managing the staff appropriately.

We have robust recruitment processes in place to ensure that all staff we employ are honest and trustworthy and all recruits will have an updated Disclosure Barring Certificate we will ensure that systems are in place to identify when renewal of this certificate is required.

We will ensure that all staff have a proper induction period and will not work on their own until they are deemed competent to do so. All staff who do not have a relevant qualification will have to complete the Care Certificate before they work alone.

Staff will attend appropriate moving and handling training to ensure that they can move service users safely and that the service user will feel confident and safe when they are being hoisted and personal care is being undertaken.

Staff will not administer medication until they have received the appropriate medication training and are deemed competent to do this.

A risk assessment will be undertaken with each service user before the service starts and paperwork will be in the service user's home for staff and other professionals to read. From the risk assessment, a safe system of work will be set up for care staff to work with.

The risk assessment will be reviewed every 6 months or earlier if circumstances change.

Good communication will be kept with service users and their families and any concerns will be dealt with quickly and risk-managed.

Carers will be aware of safeguarding and the types of abuse they need to be aware of and the importance of reporting any abuse they see or suspect to the responsible person. This will be part of the carer's induction and will be a general agenda item in meetings and supervision.

Staff will have regular supervision both one-to-one and staff meetings to ensure that they are meeting the right standard. Spot checks and monitoring will be undertaken on all service users on a regular basis.

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)

25

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?	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	1
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	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	64
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	42
<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)	25
No. of part-time staff (17-34 hours per week)	32
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	20
No. of staff working towards the required/recommended qualification	32

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