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:	ios recruitment and training services limited
The provider was registered on:	13/05/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	ios recruitment and training services ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/05/2019
	Responsible Individual(s)	
	Manager(s)	Angela Smith
	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	All new recruits at IOS complete the Induction and mandatory training this is then competency tested by spot checks and supervision. This helps identify any additional training that is required. Care staff are updated yearly we have a System that highlights when staff are due updates. The care packages we take have a range of complex needs this helps identify any additional specific training that will support the service user.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	IOS recruit through a number of ways using online portals and social media, We have refer a friend scheme when staff introduce new team members they receive a bonus. IOS have invested a lot in the last year in systems that help care workers feel confident in there role. We have a performance related pay increase that staff can achieve. Having set availability have seemed to really help with staff retention as the job fits around family life etc.

Service Profile

Service Details

Name of Service	ios recruitment and training services ltd

Telephone Number	02920538943
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	89

Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	24

Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	2
Number of complaints upheld	2
Number of complaints partially upheld	4
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	This is discussed at initial assessment and service user agreement is signed. The service users are given a service user guide this outline the operation of the service. On going reviews with service users and quality assurance is completed. The communication with service users give us the opportunity to update service users with any changes to operations. Letters are sent out if a system in the way we work changes.

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	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.

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 use a range of methods to monitor service-provision and re view standards to ensure that the service we deliver remains of the highest standard. All feedback is welcomed and taken serio usly whether it be positive or negative. Lesson can be learnt fro m all feed back this can help us improve as a service. We strive to ensure all service users/representatives feel listened too in o rder to do this we do not just use one tool, system or process to gain feedback but gather information from all sources to enable to see the fuller picture. Service users/ representatives and pro fessionals input is vital during the initial assessment stage to all ow us to understand and meet their individual needs and ensur e personal outcomes are met. Regular reviews give the service user the opportunity to say how they want the care to be deliver ed, and if outcomes are being. Using this feed back we we find areas for improvement and what we are doing well.
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.	We recognise the importance of acknowledging good practices. We understand that to enable us to provide a service to a high standard we need to ensure that we form good working relation ship with service users and other who are involved, this include s the Service User, family, representative, carers, health sector and the Local Council. From the onset we sure that good comm unication lines are set up and expectations are understood. In doing so we acknowledge it is vital to a service user's wellbeing that they are seen as an individual with experiences and opinio ns. We strive to ensure each service user/ representative feel v alued and be offered opportunities and support to express the mselves. We ensure these needs are met by reviewing, offering surveys and welcoming feedback.
The extent to which people feel safe and protected from abuse and neglect.	To enable us to ensure all service users feel protected it is vital a good working relationships and trust is formed from the outse t. We ensure that all staff receive ongoing support and training to ensure their knowledge is kept up to date and to ensure care staff can recognise any signs of abuse. All care staff receive an enhanced DBS check before commencing employment. Refere nce's are checked and confirmed to ensure we have all previou s work history is correct. We also check with SCW Wales that th e person if registered has no concerns. The Organisation reco gnises and appreciates the vulnerability of its Service Users an d of the need to ensure that their welfare and safety is protecte d. It is vital services users/ representatives feel secure within th e care and support received and feel supported enough to expr ess concerns or report and issue. We ensure all service users are aware and understand our safeguarding policies and aware of any support available to them. A full list of local authorities is printed in our statement of purpose/complaints policy and is rea d through to ensure it is understood and a copy is left with the s ervice user.

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)	35

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	1

> 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	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	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?	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	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.	Drug and Alcohol

> Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	00
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	1

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	4
No. of posts vacant	1

> 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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

> Contractual Arrangements

No. of permanent staff	4
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)	3
No. of part-time staff (17-34 hours per week)	1
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	2
No. of staff working towards the required/recommended qualification	2

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	2
No. of posts vacant	2

> 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	2
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.	Drug and Alcohol

Contractual Arrangements

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	2
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

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	49
No. of posts vacant	9

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	49
Health & Safety	49
Equality, Diversity & Human Rights	49
Manual Handling	49
Safeguarding	49
Dementia	49
Positive Behaviour Management	30
Food Hygiene	49
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Drug and Alcohol 29 Salt awareness 10 Stoma

Contractual Arrangements

No. of permanent staff	49
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	9

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)	28
No. of part-time staff (17-34 hours per week)	12
No. of part-time staff (16 hours or under per week)	9

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	16

Other types of staff

Does your service structure include any additional role types other than those already listed?	No