

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:	Kind Hands Care Ltd	
The provider was registered on:	10/10/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Kind Hands Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/10/2022
	Responsible Individual(s)	Yvette Rees
	Manager(s)	Yvette Rees
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Kind Hands Care Ltd (Cardiff & Vale)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/11/2022
	Responsible Individual(s)	Yvette Rees
	Manager(s)	Yvette Rees
	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	No staff employed during the last financial year
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	No staff employed during the last financial year

Service Profile

Service Details

Name of Service	Kind Hands Care Ltd
Telephone Number	07805211992

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	

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?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	No service was provided during the last financial 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>Before a package of care commences, a meeting is arranged between Kind Hands Care and the Individual with their families or advocates present if needed, to access the individual's care and support needs. During this assessment, Kind Hands Care will:</p> <ul style="list-style-type: none"> • Ensure that Individuals have as much voice, choice, and control as they want on how they would like their care to be received • consider the Individuals care and support plan • carry out any risk assessments needed e.g. health, environment, etc • assess any risks to the Individuals well-being • make any reasonable adjustments that they can to enable the Individuals care and support needs are being met. <p>Following on from the meeting Kind Hands Care a person-centred plan is developed for the Individuals care and support needs. This will include:</p> <ul style="list-style-type: none"> • How the Individuals care, and support needs will be met on a daily basis • How the Individual will be supported to achieve their personal outcomes • The steps that are to be taken to mitigate any identified risks to the well-being of the Individual • The steps to be taken to support positive risk-taking and maintain an individual's independence. <p>Once the person-centred care plan is written up, Kind Hands Care will arrange to visit the individuals and their families to go through it with them. If the Individual is happy with the arrangements included in the plan then the care package will commence.</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>Kind Hands Care provides a minimal number of staff for an Individual to ensure continuity of care for an individual which will support their overall well-being. Care staff will:</p> <ul style="list-style-type: none"> : promote independence and protect an individual's dignity and human rights. : encourage an Individual to make choices for themselves and support an individual to take reasonable risks while making these choices. : respect Individuals regardless of race or cultural heritage and encourage them to maintain their linguistic, cultural, and religious identities. <p>Kind Hands Care will consult with outside care professionals when needed to maintain any ongoing health needs. Person centred care plans are reviewed every 3 months or sooner and are amended to reflect any changes that are needed to an individual's care, support needs and personal outcomes.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Kind Hands Care will ensure that all its staff will have the skills, character and health to provide care to Individual's safely and effectively. All Care staff will attend mandatory training before their employment commences. This will include:</p> <ul style="list-style-type: none"> : Manual Handling : First Aid : Health and safety : Administration of medication : Food hygiene : Infection control : Safeguarding : Challenging behaviour in Dementia <p>All staff will be subject to a DBS check with the Disclosure and Barring Service. References will be sought before employment of staff commences.</p> <p>Kind Hands Care will ensure that all staff understand their roles and responsibilities relating to safeguarding concerns, such as:</p> <ul style="list-style-type: none"> : recognising risks and safeguarding concerns : acting on risks and concerns : playing a part in preventing incidents <p>Staff will read through the safeguarding policy during each supervision, appraisal or team meeting.</p> <p>Kind Hands Care will make a report ensuring that a sensitive approach is used whenever there are concerns about an Individual who is experiencing or at risk of experiencing abuse or neglect.</p>

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) 2

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 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.

Contractual Arrangements

No. of permanent staff 0

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

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?	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	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	0
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
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	0
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

Service Profile

Service Details

Name of Service	Kind Hands Care Ltd (Cardiff & Vale)
Telephone Number	07805211992
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	

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?	0
The maximum hourly rate payable during the last financial year?	0

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
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?	No service was provided in the last financial 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.

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.

Before a package of care commences, a meeting is arranged between Kind Hands Care and the Individual with their families or advocates present if needed, to assess the individual's care and support needs. During this assessment, Kind Hands Care will:

- Ensure that Individuals have as much voice, choice, and control as they want on how they would like their care to be received
- consider the Individuals care and support plan
- carry out any risk assessments needed e.g. health, environment, etc
- assess any risks to the Individuals well-being
- make any reasonable adjustments that they can to enable the Individuals care and support needs are being met.

Following on from the meeting Kind Hands Care a person-centred plan is developed for the Individuals care and support needs. This will include:

- How the Individuals care, and support needs will be met on a daily basis
- How the Individual will be supported to achieve their personal outcomes
- The steps that are to be taken to mitigate any identified risks to the well-being of the Individual
- The steps to be taken to support positive risk-taking and maintain an individual's independence.

Once the person-centred care plan is written up, Kind Hands Care will arrange to visit the individuals and their families to go through it with them. If the Individual is happy with the arrangements included in the plan then the care package will commence.

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.

Kind Hands Care provides a minimal number of staff for an Individual to ensure continuity of care for an individual which will support their overall well-being. Care staff will:

- : promote independence and protect an individual's dignity and human rights.
- : encourage an Individual to make choices for themselves and support an individual to take reasonable risks while making these choices.
- : respect Individuals regardless of race or cultural heritage and encourage them to maintain their linguistic, cultural, and religious identities.

Kind Hands Care will consult with outside care professionals when needed to maintain any ongoing health needs. Person centred care plans are reviewed every 3 months or sooner and are amended to reflect any changes that are needed to an individual's care, support needs and personal outcomes.

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

Kind Hands Care will ensure that all its staff will have the skills, character and health to provide care to Individual's safely and effectively. All Care staff will attend mandatory training before their employment commences. This will include:

- : Manual Handling
- : First Aid
- : Health and safety
- : Administration of medication
- : Food hygiene
- : Infection control
- : Safeguarding
- : Challenging behaviour in Dementia

All staff will be subject to a DBS check with the Disclosure and Barring Service.
References will be sought before employment of staff commences.

Kind Hands Care will ensure that all staff understand their roles and responsibilities relating to safeguarding concerns, such as:

- : recognising risks and safeguarding concerns
- : acting on risks and concerns
- : playing a part in preventing incidents

Staff will read through the safeguarding policy during each supervision, appraisal or team meeting.

Kind Hands Care will make a report ensuring that a sensitive approach is used whenever there are concerns about an Individual who is experiencing or at risk of experiencing abuse or neglect.

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) 0

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	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	0
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
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?	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	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.	
Contractual Arrangements	
No. of permanent staff	0
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
Staff Qualifications	
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	0
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