

# 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:	KindTailoredCareLtd	
The provider was registered on:	04/08/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	KindtailoredcareLtd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/08/2021
	Responsible Individual(s)	Sophie Pinder
	Manager(s)	Sophie Pinder
	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	we have invested in our e-learning online with a professional health care provider and we then review their performance through competency observations during the 6 months probation period to ensure that they have applied their learning. We have invested in everyone completing the oliver MCgowen autism training level 1 and 2 and widening staff awareness. Our foundation course 1 and 2 is a face to face training qualification for proactscipr UK, We are continuing to review training as we grow.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have invested in recruitment and selection by placing our admin onto an Human resources apprenticeship government programme to gain stronger insight and knowledge in fully vetting each staff member prior to employment, with DBS checks, update service checks, full work history checks, references from current employers and previous employers to identify any gaps, reasons for gaps and ensure they are able to work in the UK. we also quality audit the process to ensure we have the correct data.

## Service Profile

### Service Details

Name of Service	Kind Tailored Care Ltd (Gwent)
Telephone Number	01291440716
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Active offer

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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### Fees Charged

The minimum hourly rate payable during the last financial year?	12
The maximum hourly rate payable during the last financial year?	17

### 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?	we carried out an annual survey and put in an action plan to continue to develop as an organisation for any such improvements from an organisational purpose. our inspection took place and we are continuing to work with the actions and improvements obtained from our feedback to better the way we support our people whom are at the heart of everything we do. Service visits have been taking place regular with the RM going on duty to speak to the people and gain their feedback alongside the monthly team meetings and supervisions with the staff.

### 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 have a very skilled team that go on visits for an hour each day to support people with their mental health and personal care requirements, to which we listen, actively listen and work very closely to providing them with the services that they need. we record our visits and update any changes to their care planning should the requirements of their care need changing. at the current moment we have been given the complex adults that no other provider locally will support them due to their behaviours and we have found that by building relationships and gaining access have been a successful outcome as we are now 3 months later able to engage with the people, and bring a sense of wellbeing to their life by putting a smile on their face and giving them personal care by washing, supporting them to get dressed, and actively attempting to get them to trust us and feel part of a wider group of people to influence them accessing the community once again. we offer many services for them and notify the social worker if we have more need for more hours to support the people with their desired wishes so that we can provide quality time and seek for them new ways of opportunities set out for them such as shopping local, ordering medication, calling the bank, or phoning their family for further support. We provide a service user guide to all our people so they can talk to you CIW and make any complaints should they not be happy with our services. every effort will be made to review the outcomes and improve when required.</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>our people have full capacity and can verbally let you know if they are unhappy or need more support. they are in full control over their support services and maintain a healthy and independent lifestyle with family support in addition to our hour visits a day to support them. however we build a care plan to gain full visibility of the person's needs and wishes by carrying out an environmental check, risk assessment and initial assessment to determine the support services required to provide them with good quality support. when we enter their homes and they are laughing, having banter and in high spirits we know that they are happy and feeling valued. We will inform the social worker of any issues, concerns or safeguards so that we can collaboratively work together to provide the best possible services. Our recent inspection audited the happiness of our people using our services.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our staff are vetted through a robust recruitment and selection process, with full DBS and full history checks that take place prior to any duty shifts being allocated. We then train each staff member and measure their performance by visiting the services regularly and asking the people how they are feeling or if they wish to tell us anything that is fully recorded in the homes, signed and dated. We also provide a local safeguarding procedure and police contact details for each service and allow them to raise concerns to CIW or make a complaint to the responsible person when they feel they need to let us know. Any concerns will be fully investigated and we would have an open, transparent and honest approach towards finding a solution for all involved with safeguarding the people to the best of our abilities. The nominated individual visits regularly and meets with the people for updates on our progress. we operate with an open door policy for anyone to raise concerns including their family, friends or professional bodies that also visit the people.</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>2</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?	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	2
<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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	workforce development training with the local authority in various areas and refresher on proactscip uk BILD accredited instructor qualification. Oliver McGowen level 1 and 2 foundation training.
<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	3
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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?	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