

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:	L & R Buchanan Care Services Ltd - trading as Habitat Homecare	
The provider was registered on:	23/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	L & R Buchanan Care Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/07/2018
	Responsible Individual(s)	Lisa Buchanan
	Manager(s)	Roxanne George
	Partnership Area	West Glamorgan
	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	Staff complete a full induction when they join the Service. Covering mandatory training topics plus the organisational core values, policies & procedures. Our training matrix monitors staff throughout their employment, recording renewals & additional training completed. Upcoming renewals are addressed by the Care Manager to ensure compliance. Training forms part of staff meetings to keep abreast of latest legislation, topics of interest or areas of need identified at spot checks & supervisions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Candidates complete an in depth application, undergo an initial pre-screening before a face-to-face interview. Successful candidates need to provide suitable references, undergo an enhanced DBS & right to work assessment before employment. Staff complete shadow shifts plus are mentored by senior staff to introduce them to clients. Regular supervisions, staff meeting & appraisals offering support & career development. Our recognition program rewards staff for length of service & quality of care.

Service Profile

Service Details

Name of Service	L & R Buchanan Care Services Ltd
Telephone Number	01792 721720
What is/are the main language(s) through which your service is provided?	English Medium
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?	138
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.52
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	11
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	10
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Habitat Homecare conduct regular client reviews through telephone and in person communications to ensure the service we deliver meets the needs of those we support. Our quality service questionnaires allow us to receive feedback, consulting with the client and family to make continual operational improvements.</p> <p>Our social media platforms and website are updated with our latest news and any relevant operational changes. To improve communication with our staff we introduced a monthly / quarterly newsletter which we aim to role out to be client facing.</p> <p>In January 2022 we opened our Habitat Hub, a two day a week drop in day centre where new and existing clients could come together for companionship and support. Visitors meet the wider care team, senior office support and management team.</p> <p>We also receive regular reviews through Homecare.co.uk, the leading UK Home Care review website where clients can submit honest feedback on our service.</p>

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>Personal plans are written with the full input of the individual who the service will be supporting. What is important to the individual, is at the forefront of how their personal plan is developed. Plans are written from the person's perspective & the individual confirms accuracy, evidenced by signed consent & agreement forms in place during file audits. Hard copies of personal plans are available in people's homes, also available in real time on a secure electronic app for care staff. People who use the service have commented that: "I've got the care plan here and I have gone through it and it is right with what I want," and "it's here in my file, I know what's in it; I know what they do for me".</p> <p>The service has a dedicated Care Coordinator responsible for client reviews, personal plans & gathering feedback on the provision through quality assurance surveys. This ensures that any changes to care & support needs are met in a timely manner, with any issues addressed quickly.</p> <p>Being outcome focused we meet the needs of individuals e.g. following a routine review, it was identified that an individual was missing out on attending church with her family. Something that was very important to her before her health deteriorated. The morning call time that was available, was too late for the lady to get ready for church. The Care Manager worked with the Care Coordinator to speak with other clients on the run to move times to accommodate an earlier call for this lady. The lady is now regularly attending church with family and is delighted as this has reconnected her with her social group & community.</p> <p>Through quality assurance surveys we have received excellent feedback on care & office staff and that of the overall service. Statements include, "I am very happy with the care my husband has and don't want to change anything". "We are very happy with the service and the carers. They are such lovely caring people. "We are getting everything done that we would expect. It would be hard to think of anything that could improve on this".</p> <p>Working closely with Swansea LA, Social Services we ensure individuals receive the correct level & type of care & support available to them. e.g. through monitoring our ECM (electronic call monitoring) data to request right sizing of call durations where staff continual run over due to a decline in an individual's health or mobility. This can also trigger the service to put in place an OT referral if we have any mobility concerns.</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>Staff receive regular support & supervision to ensure they feel they can carry out their roles effectively, with insight & confidence. Ongoing training & appraisals are in place to allow staff to discuss development paths available to progress in their roles should they wish. Our senior carers, coordinators & care manager have been promoted internally, with long service milestones across the range of roles within the service.</p> <p>Staff have clear, designated roles & responsibilities which encourages ownership. Coordinators work diligently to ensure care staff availability & working patterns are met. This gives carers consistent hours, days & continuity for those we care & support. Feedback from staff surveys included comments such as "I'm much happier now I have consistent hours".</p> <p>We encourage an open, honest & transparent culture in the workplace. This ensures staff have a welcome & safe environment to discuss any issues or concerns. Staff comments have included "there is an open door policy approach, so any issues we have, we ring it up at the time and it gets dealt with". Regular staff meetings also allow carers to meet with co-workers, that has built team morale & working relationships.</p> <p>How the service supports & treat staff is reflected in the quality of care that is provided to those that access the service. Feedback from a health professional in the community has provided the following review; Both Mr and Mrs praised the "exceptional support" that is provided by carer, they said "she is amazing, she offers alternatives, and she is really companionate in doing so" they explained that she has been nervous about accepting support to shower, but carer is so patient and takes time to give alternatives which has made the support easier. Client said "she is a born carer, you have to be a certain type of person, it's a calling and she has it, she always goes the extra mile".</p> <p>The range of telephone & in person service reviews we conduct ensures the quality of care in place meets people needs. The feedback received allows the service to adapt, accounting for changes in health & to promote wellbeing. Feedback from reviews have included; "the carer enables me to stay in my own home". "Trust and confidence in their [carers] interactions, developed with carer calls on a regular basis and bonds formed. This enables my mother to engage in conversation with carer, laugh and smile which I feel is an important and positive bi-product of the call on a daily basis".</p>

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

Safeguarding the vulnerable people we care & support is of up most importance. We have robust systems in place to ensure care workers we recruited are vetted appropriately with pre-employment checks in place. Renewals are documented to ensure ongoing compliance. Staffing levels are closely observed to ensure we have ongoing capacity to meet service demands. Our real-time electronic call monitoring system safeguards both staff & those using our service, as we track call times & durations. Care workers receive safeguarding training & are aware of the procedures in place to report any issues or concerns. Our safeguarding, infection control & whistleblowing policies have all recently been reviewed in line with our most recent CIW inspection. Spot checks & supervisions are conducted by care coordinators to ensure care workers are competent in their roles & that they are following correct PPE measures. Any issues are addressed promptly, any necessary top-up training or support is put into action.

We have a dedicated care coordinator responsible for overseeing medication management for staff & people we support. Care workers supporting individuals with medication receive medication training & competency checks through Swansea Local Authority Medication Management Team & internally with our MMCA trained staff.

We work in a co-production manner with other health professionals & Social Services departments to have a collaborative approach to protect the vulnerable person we support. Putting in place referrals & recommendations for example where we have concerns about; poor living conditions we have worked with Sheltered Housing; nutritional concerns monitored through food & fluid charts; fire risks identified through cigarette damage. Reporting any concerns to our local Contract Monitoring Officers & escalating to the Local Authority Safeguarding Team where necessary. Incidents, safeguarding concerns & medication errors are recorded & monitored to investigate any patterns and to prevent further occurrence.

Comments from those we support include: "The staff are kind and very caring and most respectful to him and I find this most pleasing as he is very vulnerable". "I have found your carers to be polite, punctual and attentive to any problems I may have and never leave before they know that all is well with me". "I know I'm leaving my dad in trusted hands". "They are very kind, able to empathise, very aware of cross-infection and carry out procedures as necessary".

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)

8

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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Management.
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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Management
Contractual Arrangements	
No. of permanent staff	3
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)	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	3
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?	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	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Management

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	2

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
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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	16
No. of posts vacant	8

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	28
Health & Safety	28
Equality, Diversity & Human Rights	28
Manual Handling	28
Safeguarding	28

Dementia	28
Positive Behaviour Management	0
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Management
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	14
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)	0
No. of part-time staff (17-34 hours per week)	2
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	14
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	We have companionship support workers who support individuals with social activities, for example to attend day centres. Or they may sit with them in their own homes while their family member / full-time carer has respite / attends appointments.
Filled and vacant posts	
No. of staff in post	9
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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	0
Safeguarding	14
Dementia	14
Positive Behaviour Management	0
Food Hygiene	14
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	14

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	1