

# 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:	Lovine Care Limited	
The provider was registered on:	22/12/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lovine Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/12/2020
	Responsible Individual(s)	Charlotte Irvine
	Manager(s)	Charlotte Irvine
	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	Staff are required to complete mandatory online training modules, face to face manual handling and first aid training courses. During the last financial year, we identified needs from service users that required specific training (catheter care) this modules has now been added to the training package. We ensure that staff are fully trained and if training needs are identified we concentrate on those specific areas of learning needed to ensure our staff are confident and knowledgeable.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have an on-going Indeed account and use various social media platforms to advertise for staff. (Facebook / Instagram)  We make a conscious effort to work with our staff closely to achieve a good work experience with us. We support our staff to reach their full potential and strive for a good work/life balance. We have also tried our best to reflect our appreciation with good pay. This has helped to retain staff as they feel valued.

## Service Profile

### Service Details

Name of Service	Lovine Care Limited
Telephone Number	01446393123
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?	21
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### Fees Charged

The minimum hourly rate payable during the last financial year?	20
The maximum hourly rate payable during the last financial year?	22

### 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?	Introducing service users and representatives to our Statement of purpose and Service User Guide. Quality Assurance, regular reviews

### 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>Lovine Care provides care to 14 service users. Arrangements are put in place to support engagement with the service users involved with this service. Arrangements are made to meet with each service user prior to commencement of care. During the meeting assessments are carried out to listen to the views of the service user and determine their choices and wishes. Service users are listened to carefully, and their voices are heard. The assessor will document the service user's choices and wishes on their assessment of need.</p> <p>Lovine Care carry out a review of all packages of care after four weeks of receiving the service, then every three months after. This gives the service user the opportunity to make any changes to the package of care if it is no longer suiting their needs.</p> <p>Lovine Care provide service users with Quality Assurance forms each February to gather feedback about the service and gather insight into opinions as to what can be done to improve the service.</p> <p>Lovine Care engage with the service users on a regular basis. This is evidenced through initial meetings, reviews, telephone calls. Managers both participate in care calls each week. During periods of quieter weeks where the managers are needed less in the community, manager will contact service users by telephone to check in with them.</p> <p>Performance against quality standards: Lovine Care's policies and procedures are up to date. The Policies and Procedures are compliant with regulations. Quality Assurance is complete. Feedback gathered from service users and representatives is positive on the whole, and reflects good practice and good performance.</p> <p>100% of service users felt completely satisfied with the service.</p> <p>100% of service users would recommend Lovine Care to friends or neighbours.</p> <p>100% of service users said that the carers encourage them to be independent.</p> <p>100 % of service users said that they feel their voices are heard</p> <p>100% of service users said that they have choice about their care and support and have been involved in decision making processes</p> <p>Lovine Care provides social calls to service users who enjoy accessing the community, this allows the service user to have the opportunity to participate in activities they enjoy.</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>Health and well-being needs are identified during the initial meeting with all individuals. Individuals are asked to inform us of all health conditions including recent hospital admissions. These are documented on a document called the assessment of need.</p> <p>Ongoing health is monitored by all members of staff and relevant health professionals are contacted if changes are identified.</p> <p>Staff will contact GP'S, DN's, and pharmacies with consent on behalf of service users. Staff will identify if there are any discrepancies with medication deliveries / blister packs and will notify management of any changes to any medication. These actions support service user's to maintain their on-going health and well-being.</p> <p>Staff work with service user's to ensure that they have control over their everyday life. Staff do this by encouraging independence and prompting individuals to carry out tasks that they are able to complete themselves. Staff ensure that individuals who use the service make their own choices and are supported to do so.</p> <p>We do not currently have any service user's who participate in any educational courses or employment however Lovine Care would support a service user if they were studying or working and would manage the risks through risk assessments.</p> <p>Staff members are encouraged through induction to look out for deterioration in the health and well-being of service users and report any concerns that they may have. Staff communicate any changes to health that have been identified and monitor closely.</p> <p>During reviews we have found that Service Users do feel happy and supported to maintain their ongoing health, development and overall well-being. Staff support service users to be as independent and promote positive health. Staff encourage service users to reach their full potential whilst taking into consideration physical limitations. Independence is fundamental to development, service users are encouraged to be as independent as they can be.</p>

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

Lovine Care's main objective is to enable service users to live free from harm abuse and neglect. Living a life that is free from harm and abuse is a fundamental human right and an essential requirement for health and well-being. Lovine Care follows a safeguarding policy that is up to date and in line with current legislation. The policy is updated quarterly. All members of staff receive an electronic copy of the policy and read through the policy in its entirety during the induction process. Staff are then asked to read through the policy again each time it has been updated. Staff receive Safeguarding training (Safeguarding Level 3) and are all aware of how to raise concerns in line with guidance and policy. Staff are also trained to recognise signs of abuse and who to report to.

Lovine Care involves all service users in all aspects of their care including all decision making processes from commencement of care. All service users are made aware of our Safeguarding Policy and our main objectives are explained in relation to safeguarding. Service Users are made aware of who they can contact, this information is outlined in our Statement of Purpose and Service User Guide.

Through our Quality Assurance questionnaires we found that 100% of service users said that their care package provided by Lovine Care enables them to feel safe and protected from abuse and neglect.

Lovine Care protects the rights of people who use their service. We actively promote freedom of speech and encourage our service users to speak openly. We encourage our staff members to do the same and to also listen to service users.

The individuals using our service participate in regular reviews. These are carried out every three months, or sooner if identified that needs have changed. During the reviews we discuss with service users if they feel protected from abuse and harm. Service Users have confirmed that they feel protected from abuse harm and neglect and feel safe knowing that they trust the staff that provide their care.

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)	10
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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	0
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.	Emergency First Aid GDPR and Confidentiality Covid 19 Awareness Medication Person Centred Care Complaint Resolution Consent Awareness Falls Awareness Infection Control Lone Worker RIDDOR Catheter Care Fire Safety COSHH Communication

#### 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	9

#### 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	4

Deputy service manager

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	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	0
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.	Emergency First Aid GDPR and Confidentiality Covid 19 Awareness Medication Person Centred Care Complaint Resolution Consent Awareness Falls Awareness Infection Control Lone Worker RIDDOR Catheter Care Fire Safety COSHH Communication

**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	9

**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	4

**Other supervisory staff**

Does your service structure include roles of this type?	No
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**Senior 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	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	0
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.	Emergency First Aid GDPR and Confidentiality Covid 19 Awareness Medication Person Centred Care Complaint Resolution Consent Awareness Falls Awareness Infection Control Lone Worker RIDDOR Catheter Care Fire Safety COSHH Communication
<p>Contractual Arrangements</p>	
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	9
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
<p>Other social care workers providing direct care</p>	
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	8
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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid GDPR and Confidentiality Covid 19 Awareness Medication Person Centred Care Complaint Resolution Consent Awareness Falls Awareness Infection Control Lone Worker RIDDOR Catheter Care Fire Safety COSHH Communication

#### 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	9

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4

#### 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.	Care Assistant: Personal Care Meal Preparation Medication Administration Shopping / Domestic Over night care Social / Sitting calls

#### 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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid GDPR and Confidentiality Covid 19 Awareness Medication Person Centred Care Complaint Resolution Consent Awareness Falls Awareness Infection Control Lone Worker RIDDOR Catheter Care Fire Safety COSHH Communication

**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	9

**Staff Qualifications**

No. of staff who have the required qualification	5
No. of staff working toward required/recommended qualification	4