

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:	MCA CARE SOLUTIONS LTD	
The provider was registered on:	04/08/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Domiciliary Support Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/08/2020
	Responsible Individual(s)	John George
	Manager(s)	Celina Wandera
	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	At the point of recruitment, necessary checks are undertaken to ensure the suitability of the candidate for care services to service users. All candidates are then put through mandatory training in health care. The system in place alerts the management when any of the training expires and staff are put through refresher courses and training. The management rely on feedback from clients and candidates on any training needs of the staff and appropriate action is taken to ensure compliance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Potential candidates complete an application pack which includes employment history and health declaration and satisfactory references are obtained. Mandatory DBS checks are undertaken. At the point of interview, candidates are questioned about their self profile, skills and experience in care work and their motivations. Regarding retention, staff are well paid above the minimum wage and bonuses are given. The staff are treated with respect and career progression is always available.

Service Profile

Service Details

Name of Service	Domiciliary Support Service
Telephone Number	02920614494
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	N/A

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
--	---

Fees Charged

The minimum hourly rate payable during the last financial year?	13.50
The maximum hourly rate payable during the last financial year?	15

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 will rely on feedback from clients, family, professionals and staff when the service is in operation.

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)	Yes
Makaton	No
British Sign Language (BSL)	Yes
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.	As a company, we are open to feedback and listen to our clients, service users, families, staff and professionals. We respond accordingly to all queries and make accommodations when necessary. Clients and service users, as well as families, are involved in care planning and how it is administered.
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.	As a company, client and service users satisfaction is paramount in line with policy and procedures. Clients supported mentally, physically and emotionally and they are also empowered.
The extent to which people feel safe and protected from abuse and neglect.	As a company, staff are made to undertake training in safeguarding, health and safety and all forms of abuse and discrimination are checked and presented. Confidentiality between service users and staff is promoted. Service users and staff are encouraged to report all forms of abuse to management.

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

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.	Emergency Life Support Fire safety Infection Control	
Contractual Arrangements		
No. of permanent staff	10	
No. of Fixed term contracted staff	3	
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)	10
Staff Qualifications	
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	10
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	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	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Life Support Fire Safety Infection Control
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	10
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)	10
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	10
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	10
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	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	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Life Support Fire Safety Infection Control
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	10
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)	10

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	10
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	10
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care worker Provide day to day care to service users. This includes all forms of personal care, physical care and emotional care. The staff are also responsible for record keeping and updates.
Filled and vacant posts	
No. of staff in post	10
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency Life Support Fire Safety Infection Control
Contractual Arrangements	
No. of permanent staff	10
No. of Fixed term contracted staff	10
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<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)	10

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	10
Staff Qualifications	
No. of staff who have the required qualification	10
No. of staff working toward required/recommended qualification	0