

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:	Mighty Health Care Limited	
The provider was registered on:	13/05/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Mghty Health Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/05/2021
	Responsible Individual(s)	Samalie Kassa
	Manager(s)	Ashleigh Ridgeway
	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	Mighty Health care is currently in contract with my learning Cloud which is a training provider company that we have been working with for some time. The company provides all sort of trainings in the health and social care sector, including the mandatory trainings. We have put our staff on the all Wales Induction Frame to get them all registered with the Social Care Wales. Some are already registered and new ones are in the process. With a matrix system in place to help monitor staff training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Mighty Health Care also working with the Cardiff Council in relation to staff training as we book our staff with Cardiff Council in the training pool which has been very helpful with online and face to face trainings they organize. We also train our staff with Pro-Care for face to face training

Service Profile

Service Details

Name of Service	Mighty Health Care Limited
Telephone Number	07508972900
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?	23
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	23

Complaints

What was the total number of formal complaints made during the last financial year?	2
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?	Our SUs, families or friends were regularly visited by the management team to verbally exchange, listen to them and take notice. Also we have provided feedback forms together with complaints forms to get feedback from them. Also the contact details were provided just in case they did not want to use the provided forms, They could ring, or email, or post both feedback or complaint.

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	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	Signs posting, sign communication or gesture...

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.	Our SUs are placed at the center of their care, they are involved in every decision making and given the choice of how they preferred to receive their care in respect of rules and regulations of the care services and provision. They are treated with respect and dignity and their independence and human right promoted. We regularly visit them and listen to them, ask about our service and make sure that we meet their need as requested.
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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.	Our SUs are placed at the center of their care, they are involved in every decision making and given the choice of how they preferred to receive their care in respect of rules and regulations of the care services and provision. They are treated with respect and dignity and their independence and human right promoted. We regularly visit them and listen to them, ask about our service and make sure that we meet their need as requested.
The extent to which people feel safe and protected from abuse and neglect.	Mighty Health Care Limited operates in accordance with the rules and regulations of the health and social care, making sure staff are fully trained, aware of policies, safeguarding and code of practice to make sure SUs are safe and protected at all times.

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)	9

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	11
	Health & Safety	13
	Equality, Diversity & Human Rights	13
	Manual Handling	21
	Safeguarding	21
Dementia	13	
Positive Behaviour Management	13	
Food Hygiene	21	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Stoma Care, One in million, medication, and more
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	9
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	10
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)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	9
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	8
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?	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	16
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	20

Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	20
Safeguarding	20
Dementia	16
Positive Behaviour Management	16
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication, one in million..
Contractual Arrangements	
No. of permanent staff	9
No. of Fixed term contracted staff	9
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	9
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)	9
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	11
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No