

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:	MILLER HOME CARE LTD	
The provider was registered on:	30/12/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Miller Home Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/12/2021
	Responsible Individual(s)	Clare Thomas
	Manager(s)	
	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	All new staff were put through the relevant training in order to conduct their role, Manual handling was carried out by our in house accredited trainer. Current staff are put through refreshers when required, this is all monitored through our training matrix.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	we advertise via indeed, facebook, Doctor surgeries and gov.com , we make every effort to retain staff by meeting with them as and when required we are mindful of their personal lives and provide a sympathetic and non judgmental ear.

Service Profile

Service Details

Name of Service	Miller Home Care Ltd
Telephone Number	01792984570
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We are working towards the Welsh Language currently

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	22
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	24.00

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	2
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 regular reviews, sent out quality questionnaires and attended homes regularly to carry out welfare checks if deemed appropriate.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>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.	all service users and families are heavily involved with the building of their care plan, we always add their wishes and how any task is to be carried out. all choices are honoured as long as this is safe to do so. we treat all service user as individuals and respect and understand that not everyone would like things done the same way, we add as much detail into the care plan as possible to ensure the best personalised care can and is provided.
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.	all of our service users are supported and guided with their overall health, any concerns are reported to the relevant persons to get the support needed, we involve and encourage the service user if possible and safe to do so to speak too professionals independently, this is monitored regularly and implemented within the reviews. For our staff we have a BUPA service which is extended to the staffs family that live within the staffs homes.
The extent to which people feel safe and protected from abuse and neglect.	All of our service users are open to speaking with us if they are experiencing any difficulties, all staff are vigilant and report anything that may pose a risk to the service user.

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)	4
--	---

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>	
	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.		single handed care, Designated First Aid At Work, MMCA, Medication, Care Certificate Standard 4 - E quality and Diversity, Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities, Care Certificate Standard 8 - Fluids and Nutrition, CPR/Basic Life Support for Healthcare Professionals Level 2 (VTQ), Safeguarding Vulnerable Adults part one - Introduction and the risks faced by vulnerable adults., Dementia Awareness Level 2 (VTQ), Lone working - Certified, Health and Safety Awareness - Certified, COSHH Awareness For Employees - Certified, Safeguarding Vulnerable Adults part two - Types of abuse, disclosures and reporting., Personal Protective Equipment - PPE - Certified, Basic Food Safety Awareness - Certified, Fire safety in Care - Certified, Hand Hygiene For Care - Certified, Care Certificate Standard 7 - Privacy and Dignity, Infection Control - Certified, Slips, Trips and Falls Level 2 (VTQ)
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?		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		1
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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Certificate Standard 4 - Equality and Diversity , Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities, Care Certificate Standard 8 - Fluids and Nutrition, CPR/Basic Life Support for Healthcare Professionals Level 2 (VTQ), Safeguarding Vulnerable Adults part one - Introduction and the risks faced by vulnerable adults., Dementia Awareness Level 2 (VTQ), Lone working - Certified, Health and Safety Awareness - Certified, COSHH Awareness For Employees - Certified , Safeguarding Vulnerable Adults part two - Types of abuse, disclosures and reporting., Personal Protective Equipment - PPE - Certified, Basic Food Safety Awareness - Certified, Fire safety in Care - Certified, Hand Hygiene For Care - Certified, Care Certificate Standard 7 - Privacy and Dignity, Infection Control - Certified, Slips, Trips and Falls Level 2 (VTQ)
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	1
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)	1
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
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?	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	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.	Care Certificate Standard 4 - Equality and Diversity , Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities, Care Certificate Standard 8 - Fluids and Nutrition, CPR/Basic Life Support for Healthcare Professionals Level 2 (VTQ), Safeguarding Vulnerable Adults part one - Introduction and the risks faced by vulnerable adults., Dementia Awareness Level 2 (VTQ), Lone working - Certified, Health and Safety Awareness - Certified, COSHH Awareness For Employees - Certified , Safeguarding Vulnerable Adults part two - Types of abuse, disclosures and reporting., Personal Protective Equipment - PPE - Certified, Basic Food Safety Awareness - Certified, Fire safety in Care - Certified, Hand Hygiene For Care - Certified, Care Certificate Standard 7 - Privacy and Dignity, Infection Control - Certified, Slips, Trips and Falls Level 2 (VTQ)
<p>Contractual Arrangements</p>	
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	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)	1
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 social care worker	2
No. of staff working towards the required/recommended qualification	1
<p>Other social care workers providing direct care</p>	
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	0
Food Hygiene	16

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Care Certificate Standard 4 - Equality and Diversity , Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities, Care Certificate Standard 8 - Fluids and Nutrition, CPR/Basic Life Support for Healthcare Professionals Level 2 (VTQ), Safeguarding Vulnerable Adults part one - Introduction and the risks faced by vulnerable adults., Dementia Awareness Level 2 (VTQ), Lone working - Certified, Health and Safety Awareness - Certified, COSHH Awareness For Employees - Certified , Safeguarding Vulnerable Adults part two - Types of abuse, disclosures and reporting., Personal Protective Equipment - PPE - Certified, Basic Food Safety Awareness - Certified, Fire safety in Care - Certified, Hand Hygiene For Care - Certified, Care Certificate Standard 7 - Privacy and Dignity, Infection Control - Certified, Slips, Trips and Falls Level 2 (VTQ)

Contractual Arrangements

No. of permanent staff	16
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	16

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)	6
No. of part-time staff (17-34 hours per week)	5
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	6
--	---

No. of staff working towards the required/recommended qualification	10
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.	Personal care Medication administration Meal preparation Light household duties Companion calls Shopping End of life care Manual handling tasks (use of a steady or a hoist)
Filled and vacant posts	
No. of staff in post	16
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Certificate Standard 4 - Equality and Diversity , Care Certificate Standard 9 - Awareness of mental health, dementia and learning disabilities, Care Certificate Standard 8 - Fluids and Nutrition, CPR/Basic Life Support for Healthcare Professionals Level 2 (VTQ), Safeguarding Vulnerable Adults part one - Introduction and the risks faced by vulnerable adults., Dementia Awareness Level 2 (VTQ), Lone working - Certified, Health and Safety Awareness - Certified, COSHH Awareness For Employees - Certified , Safeguarding Vulnerable Adults part two - Types of abuse, disclosures and reporting., Personal Protective Equipment - PPE - Certified, Basic Food Safety Awareness - Certified, Fire safety in Care - Certified, Hand Hygiene For Care - Certified, Care Certificate Standard 7 - Privacy and Dignity, Infection Control - Certified, Slips, Trips and Falls Level 2 (VTQ)
Contractual Arrangements	
No. of permanent staff	16
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)	6

No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	10