

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:	Moderncare	
The provider was registered on:	21/02/2023	
The following lists the provider conditions:	Phillip hayden Davies is a partner Stacey Elizabeth Noakes is a partner	
The regulated services delivered by this provider were:	Moderncare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	21/02/2023
	Responsible Individual(s)	Stacey Noakes
	Manager(s)	Emily Williams
	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 employees will have 12 weekly supervisions, annual appraisals, 12 weekly field monitoring, annual medication monitoring, regular meetings and training enabling reflective practice. When training needs are identified through any of the above methods, Moderncare ensure that we give additional training and support to suit the individual needs. Moderncare understands that everyone's training needs are different, we take a multi approach to training, such as online and face to face.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Moderncare regularly advertise for vacancies within the business. The vacancies are always publicly advertised through Indeed, our website and social media sites. Moderncare provide daily support to staff and continually ask for feedback from staff through means of supervision, meetings etc. Moderncare complete exit interviews to enable us to learn, grow and change through reflective practise s. This enables us to better support and retain future employees.

Service Profile

Service Details

Name of Service	Moderncare
Telephone Number	01792818345
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	170
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.20
The maximum hourly rate payable during the last financial year?	25

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?	Moderncare meet with people using the service every 12 weeks to review the care and conduct client quality monitoring (QAR). The QAR's and client lead, but the individuals are also asked to rate the service and a series of questions in regards to the staff, the office, the quality of care. The care and service delivery plans are also reviewed to ensure that we are meeting the needs of the individual. The service users have a service user guide and a how to complain manual that is easy to read to enable the individual or representative to report any concerns to Moderncare or relevant body. Moderncare discuss safeguarding and confidentiality with the individuals that we care for during a set up of our package of care as well as during reviews to ensure the individuals know how to report and that they are safeguarded to do so. Risk assessments are also reviewed every 12 weeks, this ensures that they are accurate to protect the individual as much as is reasonably possible.

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)	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.	The individuals we care for receive Quality assurance reviews every 12 weeks, in addition to social services reviews, daily communication with the carers and communication via telephone through the office. Clients are also able to communicate via email. The individuals that we care for are very much the centre of their care planning, including the package set up and reviewing process.
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.	Moderncare have daily communication with other health professionals such as doctors, nurses, occupational therapists, pharmacies, medicines management and CPN's etc. Moderncare report any concerns to the relevant professional or safeguarding team. Moderncare use body maps to report and monitor skin integrity and any marks or bruises. Carers report any concerns immediately and they are documented and followed up on the system.
The extent to which people feel safe and protected from abuse and neglect.	The individuals that we care for are reassured about confidentiality and in reporting a safeguarding concern to our care staff, the office, social workers or other health care professionals.

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)	40
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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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
Manual Handling	0	

Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF level 5 additional units Providers meetings Social Care Wales events
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
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
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	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.	QCF level 3 qualification Dementia bus
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?	No
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.	Registered Manager x1 - responsible for the day to day running of the service ensuring compliance and regulation. Monitoring officer x1 - Field monitoring, spot checks, unannounced monitoring (silent monitoring), medication competency monitoring in the community, supporting staff with issues i.e manual handling etc Supervisors - x2 - monitoring the staff paperwork (communication sheets), providing support to staff through the oncall service, completing monitoring to assist the monitoring officer when necessary
Filled and vacant posts	
No. of staff in post	60
No. of posts vacant	5

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	40
Health & Safety	40
Equality, Diversity & Human Rights	35
Manual Handling	60
Safeguarding	55
Dementia	40
Positive Behaviour Management	0
Food Hygiene	32
Please outline any additional training undertaken pertinent to this role which is not outlined above.	QCF qualifications level 2

Contractual Arrangements

No. of permanent staff	60
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)	35
No. of part-time staff (17-34 hours per week)	15
No. of part-time staff (16 hours or under per week)	10

Staff Qualifications

No. of staff who have the required qualification	60
No. of staff working toward required/recommended qualification	6