

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:	NICE TELEFONE CO LIMITED	
The provider was registered on:	20/12/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Guardian Angels Carers Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/12/2022
	Responsible Individual(s)	Chad James
	Manager(s)	Keyly Scott
	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	Our Care Manager and Team leader manage, review and co-ordinate the training. We use My learning cloud to assign eLearning training. Training is assigned following commencement and deadlines are given as guided by our Induction and CPD programme. Our care manager arranged an inhouse train the trainer for MH and first aid. Our team Leader will carry our spot visits to clients and establish if there is any identified training needs or support that is required, a plan will then be made at their 1:1
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Both the RI and Care Manager work closely in shortlisting of candidates. Successful candidates then attend an interview and if successful we send and offer letter with all necessary documents that are required to be completed. Employment history is closely scrutinised to ensure all gaps are explained. Pre-employment checks are carried out such as Right to work, Health questionnaire, DBS and References are cross referenced with employment history and also verified.

Service Profile

Service Details

Name of Service	Guardian Angels Carers Cardiff
Telephone Number	02922409704
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?	14
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Fees Charged

The minimum hourly rate payable during the last financial year?	28
The maximum hourly rate payable during the last financial year?	33.50

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 have done several leaflets drops across Cardiff (circa 150,000), several social media campaigns and constant outreach in the community. We have several new campaigns planned for the next financial year along with some great events that we are going to host. We only started trading in Jan 2023 so we have only really just started our journey.

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.

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.

At Guardian Angel Carers Cardiff, we engage with our clients from the point of assessment and throughout the course of service delivery and review. We focus on putting the people first and that we encourage choice and participation. We incorporate individual clients wishes and goals and build this into the individual's care plan. Managing expectations and goals is what we do well. We ensure that all goals are achievable and realistic and that these are closely reviewed with our clients.

Our Care Manager and Team Leader arrange and carry out reviews with clients and their NOK. This gives an opportunity to give feedback on the service and review how we are meeting the care and support needs. These are held from 14 days of commencement and then every three months or whenever there is a change in need or health.

Following one assessment, a client's son emailed us to say how impressed they were with the approach we had with their mum and that we were able to put her at ease very skillfully. Following a review with our client, the feedback that we received was that they felt the care plan and review was very comprehensive.

Our team ensure that following a review that is held that it is written up and the care plan is reviewed to reflect the review. A copy is then emailed to them.

Our clients and family feel empowered and are aware on how to raise a concern or complaint. Two concerns have been received and the Care Manager has responded promptly within the timeframe. Appropriate action has been taken in both cases and fed back to the appropriate individual. Our team then take time and reflect on any lessons learnt. Training and coaching has been provided as an outcome of this practice.

We actively encourage clients to put forward their views and feedback via Homecare.co.uk. We have received positive feedback from 6 of our clients. This has given us an overall experience rating of 5 stars.

As we have been operating from end of last year, we are planning to arrange client meetings and are due to send our Surveys to all our stakeholders.

In addition to this, we have staff meetings regularly and are held at our offices. The team are encouraged to discuss any update or changes with clients. We also encourage discussion around health and safety and Safeguarding.

<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>At assessment stage, our assessors will discuss the health and well-being of our client. As part of our risk assessment process, we will then reach out and connect with their GP, where consent is gained. We aim to introduce ourselves to their GP and then discuss any points that we have identified at the assessment, such as a need for an OT referral. This works well as this is seen as a proactive responsive approach, this was stated by one health care professional.</p> <p>We aim to promote clients independence and control over their everyday life. A great example of this is that one of our clients had an intense package of night and day care. Prior and during commencing with us our team liaised with the client, client's family, private hospital GP, consultants and staff in order to support and enable our client to transfer from hospital to home safely.</p> <p>Our team worked on site with the client's private physiotherapist and OT as arranged by the client. By having a multidisciplinary ethos and approach, this enabled our client to improve in health to the point the client reduced his package with us. This turned into a positive outcome, our client no longer requires care as has made a miraculous improvement of health and well-being. Our client and family have expressed their thanks in supporting recovery.</p> <p>We continue to offer extensive training to all our staff which covers all health conditions and diagnosis. This gives a greater understanding for staff and enabling our staff to have the skills and be equipped to look after such a wide varied of health needs. We also train and coach our staff to be proactive and responsive in identifying any changes in health and to act appropriately. We recently had one client where his mental health had slightly changed, a memory team review was suggested, and our staff supported the family and client through the appointment. The client and family felt supported during this process.</p> <p>We continue to obtain their views on how they feel support and whether they require any further support at reviews, or at our spot flying visits that our team carry out. These spot visits are a quality assurance check on staff and the client.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Guardian Angel Carers Cardiff our staff are equipped, skilled and knowledgeable with regards to Safeguarding. All staff complete Safeguarding training on induction and then complete an extensive training in addition to this. Following completion of induction, staff complete a section in their Earn and Learn wings competency that goes through their understanding of abuse and neglect. All staff have read the policy on Safeguarding.</p> <p>In addition to this, staff meetings are held regularly where safeguarding is set as an agenda. The goal here is to share where possible any examples and any lessons learnt. We believe in a reflective and transparent practice with the team. To date we have had none to share however have reminded staff to maintain professional boundaries.</p> <p>Our clients are made aware of our policy via the Statement of purpose and client guide. This is also highlighted at assessment stage. Our clients have expressed that they feel able to report any concerns. As our spot flying visits also support our clients and are a great opportunity to offer scope for concerns to be discussed or identified, as well as good practice identified.</p> <p>A recent concern was reported via a family member. The concern was investigated and appropriate action was taken place. Our Care Manager actively liaised with the safeguarding team and Social Care Wales. The family thanked for the responsive action taken.</p> <p>Our Care Manager carries out audits covering safeguarding. An action plan is produced and any lessons learnt are identified and shared as a team.</p>

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) 6

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.

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) 0

No. of part-time staff (16 hours or under per week) 1

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?	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?	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.	Head of Finance: Controls all the invoicing and payroll and all payments and receipts in the business
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	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	1
No. of staff working toward required/recommended qualification	0