

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:	PAGAQUM SERVICES LIMITED	
The provider was registered on:	24/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pagaqum Care Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	24/05/2019
	Responsible Individual(s)	Richard Otoo
	Manager(s)	Richard Otoo
	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	The provider has put in place inhouse training programs for refresher courses as well as out sourced programs for certification courses. The prover is also registered with the Cardiff council for specific programs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The provider has recruited and trained new members of staff for the last financial year through the government Cos Scheme.

Service Profile

Service Details

Name of Service	Pagaqum Care Services
Telephone Number	07903518928
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Mainly English

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
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Fees Charged

The minimum hourly rate payable during the last financial year?	18
The maximum hourly rate payable during the last financial year?	18

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?	Quarterly review meeting with service users Yearly feedback forms sent to service users Regular meetings with service user by the Registered manager

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>	
<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.</p>	<p>Service users are involved the preparation of care plans and their input is taken very seriously in the final preparation of care plan. Service users receive annual FEEDBACK forms, the forms are used to identify possible trends and attention is given to improve the quality of care. The evaluation of quarterly reviews with service users ensures they are satisfied with the service and the inclusion of their views in the preparation care plan.</p>
<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>The social services and well-being Act, emphasis on wellbeing, self care and needs and preferences are core within the Act. As an organisation we promote person centred values such as:</p> <ul style="list-style-type: none"> • Seeing people as individuals • Supporting people to have their care and support needs met • Supporting people to access and implement their rights and understand any responsibilities • Supporting people to maintain as much independence as possible and where possible improve their degree of independence • Treating people with dignity and respect and ensuring that they have their choices and preference listened to. • Working in partnership with the individual so that they can maintain control of their lives <p>We also have policies on Respect and Sensitivity, Safeguarding and Protection of Adults, Care and Support Planning, Meeting Needs, but to mention a few.</p>

The extent to which people feel safe and protected from abuse and neglect.

The service users and their representatives are given information about the complaints procedures and what to expect within specific time periods. Confidentiality and contact numbers for the office, the supervisor, the quality assurance office as well as the CIW, the police and the safeguarding team are provided to service users.

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) 5

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? No

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 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	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)	0
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 social care worker	1
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?	No