

# 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:	Pleasant Valley Care Limited	
The provider was registered on:	25/02/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pleasant Valley Care Shropshire Branch	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/02/2022
	Responsible Individual(s)	Keonyemenu Akpoteni
	Manager(s)	
	Partnership Area	Powys
	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	<ol style="list-style-type: none"> <li>List performance issues we're trying to address</li> <li>Determine how training will help solve the issues</li> <li>Revisit steps taken previously to correct the problems to evaluate positives and negatives</li> <li>Analyse current performance data</li> <li>Establish performance goals and objectives.</li> <li>Establish desired changes once training has been implemented</li> <li>Identify new skills required</li> <li>Identify which skills need to be improved</li> <li>Prioritise the skills required</li> <li>current performance VS desired performance</li> </ol>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment:</p> <ol style="list-style-type: none"> <li>Advertise roles accurately</li> <li>Onboard new employees effectively</li> <li>Recognise and reward achievements</li> <li>Provide opportunities for learning and development</li> <li>Let employees work flexibly</li> <li>Focus on employee wellbeing and offering incentives</li> </ol> <p>Retention:</p> <ol style="list-style-type: none"> <li>Analysing HR data</li> <li>Carrying out employee engagement research</li> <li>Conducting exit interviews and leaver surveys</li> <li>Offering incentives</li> </ol>

## Service Profile

### Service Details

Name of Service	Pleasant Valley Care Shropshire Branch
Telephone Number	01691888126

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?	17
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	23.50

##### Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	2
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Care Reviews Welfare checks Feedback forms

##### 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.

<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>PERSONALISED CARE PLANS – A PERSON CENTRED APPROACH – this approach focuses on the needs of the person, rather than the needs of the service</p> <p>Person-centred approach</p> <ul style="list-style-type: none"> <li>• Puts the needs of the person at the centre of decision-making</li> <li>• Ensures decision-making is based on a clear understanding of: <ul style="list-style-type: none"> <li>• the personal outcomes the adult wishes to achieve and</li> <li>• what matters to the individual</li> </ul> </li> <li>• Engages with the adult at risk throughout the safeguarding process</li> <li>• Enables them to determine how they manage risks</li> <li>• Put the person's rights and best interests first</li> <li>• Consider their views, wishes and feelings</li> <li>• Promote and respect their dignity</li> <li>• Respect their characteristics, culture and beliefs</li> <li>• Provide appropriate support to help them participate in decisions that affect them</li> <li>• Regular Care Reviews</li> <li>• Welfare checks</li> <li>• Feedback forms/Surveys/Audits</li> <li>• Voice and control – of the individual</li> <li>• Prevention and early intervention – to prevent escalation of issues</li> <li>• Well-being – of the individual, to be promoted by all persons delivering functions under the Act</li> <li>• Co-production – between individual and agencies, across agencies and sectors, co-producing services and solutions</li> <li>• Multi agency – in this case, safeguarding is everybody's business</li> </ul>
<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>	<ul style="list-style-type: none"> <li>• Providing Person centred care that is people focused, promotes independence and autonomy, provides choice and control and is based on a collaborative team philosophy.</li> </ul>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> <li>• Although the provision of care has some associated element of risk of harm to service users, safe care identifies, prevents or minimises unnecessary or potential harm. Therefore, people will be kept safe and protected from avoidable harm through appropriate care, treatment and support.</li> </ul>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>15</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>Filled and vacant posts</p>	

No. of staff in post	15
No. of posts vacant	10
<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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	8
Safeguarding	15
Dementia	8
Positive Behaviour Management	8
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication management
<p>Contractual Arrangements</p>	
No. of permanent staff	15
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
<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)	15
No. of part-time staff (17-34 hours per week)	0
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
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>	
<p>Filled and vacant posts</p>	
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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication admin and management
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
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	1
No. of staff working towards the required/recommended qualification	0
<p>Senior social care workers providing direct care</p>	
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	8
No. of posts vacant	7

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	15
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	8
Safeguarding	15
Dementia	8
Positive Behaviour Management	8
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication

#### Contractual Arrangements

No. of permanent staff	8
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)	8
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	8
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	No
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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.	Office Manager

#### 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.	Medication

#### 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