

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:	Premier Care Plus Ltd	
The provider was registered on:	17/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Premier Care Plus Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/08/2018
	Responsible Individual(s)	Nicola Hopwood-Clarke
	Manager(s)	Elizabeth McCabe-Boutrus
	Partnership Area	North Wales
	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	New staff members follow the AWIF within a 12 week period we then continue to identify training needs through a number of channels such as, supervisions, appraisals, monitoring checks, and competency's. Our software programme alerts us to any refresher training that is required, if this has not already been highlighted through monitoring. We have an internal trainer who carries out training courses and supports all care staff within the community to continue their professional development.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have an ongoing recruitment campaign to attract new people into our business. We believe that by treating staff well and investing in their development enables us to maintain low staff turnover. We have a strong leadership team who support care practitioners not only in their role but also personally. We believe that by getting to really know your staff that you are able to support them to enhance their development and job satisfaction.

Service Profile

Service Details

Name of Service	Premier Care Plus Ltd
Telephone Number	01352 758444
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh,

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	112
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.67
The maximum hourly rate payable during the last financial year?	24.34

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?	<p>We have a quality assurance programme, this includes gathering, feedback from all parties involved in providing care to ensure a consistent quality in the delivery of care and continually improve our service. Feedback is gathered by way of questionnaires or verbally.</p> <p>The purpose of feedback is to evaluate the care being delivered, relationships between Care Practitioners and clients and their families, relationship between third parties and the business also the relationship between the company and its employees.</p> <p>Each questionnaire and verbal feedback received are reviewed by the Registered Manager and Responsible individual. Feedback is given and action is taken where necessary to improve our service delivery. We produce a report to monitor all feedback and actions taken.</p> <p>The RI completes a full report every 3 months reviewing all areas of the business, completes a quality-of-care review report every 6 months and completes an annual return to CIW.</p>

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)	Yes
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>In our initial assessment and review we involve the client, and their support network. If they are unable to attend the assessment or review, information is taken over the phone from their support network as we feel that their input is important as they are part of the clients' full care package. The support network and the client are given the opportunity to express their wishes on how they want the care to be delivered and what outcomes they are aiming to achieve, one of our questions is "what makes you smile" This one question alone has helped us develop a more personal plan. Clients are encouraged to tell us what is important to them and why. This enables us to assess positive risk taking and allows us to deliver the right care in the right way at the right time. Co production the client's wellbeing and early interventions to support the clients physical and mental health is at the centre of the personal plan.</p> <p>Most of the client assessments are being completed face to face, but if we are requested to do so we will complete the information over the telephone.</p> <p>All parties are given the opportunity to express their wishes on how they want the care to be delivered and what outcomes they are aiming to achieve, Clients have commented that having us listening to them has really made them feel they have a voice.</p> <p>We do not wait for the formal 3-month review and are not reliant on the Social Worker. If we feel that the client will benefit from a review then we will arrange one, inviting all relevant parties.</p> <p>Personal plans are written from the client's perspective and in their own words wherever possible and we include feedback/information from their families and everyone who is involved in their care and support. We ensure clients wishes and outcomes are at the core of any plan. We signpost clients to other support networks to help them achieve their goals and remain as independent as possible. We encourage clients to carry out activities in and out of their home, so they don't become isolated, helping them to use technology to keep in touch with their friends and family.</p> <p>Feedback from our Quality Assurance supports that we give clients choice and control over their care and support their outcomes, helping them recognise opportunities to help them remain independent.</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>Our initial assessment is carried out in a way that gathers as much information about the client, their family and support network and their life history to enable us to fully understand them as a person and what outcomes they would like to achieve, what is important to them and how best we can support them to achieve these. This is done in a conversational way, clients say they don't even realise the amount of information we pick up on as it does not appear to be intrusive. One of our questions is "what does independence look like for you?" This really helps us to develop their plan, in a way they have requested and meeting needs.</p> <p>We regularly speak to clients, families', our carers and other professionals to understand how the care package is working, what works and what doesn't work. Reviewing their health and wellbeing alongside their outcomes. This enables us to adapt our support to the ever-changing needs and outcomes the person has. People tell us that we are delivering what is important to them.</p> <p>It is important that the client has good relationships with our carers and that wherever possible the carer has something in common with the client. For example, we support a client who is unable to speak English, we had a member of staff who spoke the same language, she was able to carry out many of the clients calls, support us to provide a care plan in the clients own words and helped us understand her culture and what is important. This had an immediate positive impact on the client, affecting her wellbeing and achieving an outcome overnight, while maintaining her happiness to be with her family in her own home.</p> <p>Clients tell us the way we work makes them feel they have been adopted into a new family and feel important within our care, they state our carers go over and above to assist them to remain at home and maintain independence while treating them with dignity and respecting their wishes and views.</p> <p>Staff are empowered to make decisions, as they know the client best. They are supported by an experienced Management team, to achieve outcomes they would not have felt possible for example supporting a client to join the interview panel at the local university for new Social workers.</p> <p>This is evidenced by Initial Service delivery plan, daily logs, updated SDP's, review forms, client feedback, supervisions, feedback through our QA process.</p>

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

We have a robust value based recruitment and training programme so the clients can be assured that the staff that visit them have been robustly checked and trained. Risk assessments are carried out regularly to support the clients' changing needs. We have an excellent working relationship with all professionals such as Social Workers, Nurses and the authority as a whole with this we are rapid to respond to any concerns and agreeing an action plan which ensures that the client is protected. We are open and honest and our clients tell us that they feel comfortable talking to us about any concerns they have. They know that we are there to support them.

We risk assess our staff when necessary to ensure they are safe to support the individual. We raise any concerns surrounding the safety of our clients, for example in the past we have had to support a client to raise a concern of financial neglect against a family member they stated they could not have seen this through without the support we had given they felt empowered to deal with the situation and felt safe. We have a strong Management team which displays strong leadership. The Registered Manager is involved in all client's care, giving input and reviewing every client plan, maintaining contact with the clients who have told us that our manager is very approachable and can tell her anything. Our Care practitioners are recruited carefully, ensuring there is a true passion for care and trained to ensure that they see the signs of a client being unsafe or suffering abuse. Ongoing training is carried out to ensure our staff are kept up to date with any changes. Our clients have told us that they feel safe with the staff and that they are approachable and supported.

Feedback from our clients and families has been extremely positive, confirming that the staff are going over and above, they feel they have developed a relationship that allows them to raise concerns knowing they will be listened to and supported. Our staff are confident in their roles and continue to keep the clients safe. Stake holders have said that we are proactive.

The RI feels that we can not only have an impact on our clients lives but on the Industry as a whole. The RI is involved in meetings with other RI's to support each other and share best practice. The RI has attended courses surrounding RISCA, Recruitment. The RI has been involved in SCW-supporting qualifications in work.

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) 33

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
<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.	first aid, confidentiality, medication, oral health, recording, diabetes, epilepsy, infection control, hand hygiene, person centred care, stroke, Assessing needs, care planning, risk assessment, supervision & Appraisal
<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 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?	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

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)	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

Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, confidentiality, medication, oral health, recording, diabetes, epilepsy, infection control, hand hygiene, person centred care, stroke, Assessing needs, care planning, risk assessment, supervision & Appraisal

Contractual Arrangements

No. of permanent staff	5
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	2

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)	5
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	4
No. of staff working towards the required/recommended qualification	1

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	26
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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Manual Handling	26
Safeguarding	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	first aid, confidentiality, medication, oral health, recording, diabetes, epilepsy, infection control, hand hygiene, person centred care, stroke.

Contractual Arrangements

No. of permanent staff	7
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	19

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)	7
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	15
No. of staff working towards the required/recommended qualification	11

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.	Drivers it is the responsibility of the driver to drive some care practitioners to their visits

Filled and vacant posts

No. of staff in post	6
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
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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.	Due to the role of non direct care only driving only certain training is required added to the above is confidentiality.
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
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	6
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	6
No. of staff working toward required/recommended qualification	6