

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:	Prestige Care Agency Services Ltd	
The provider was registered on:	28/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Prestige Care Agency Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/01/2019
	Responsible Individual(s)	David Williams
	Manager(s)	Giuliette Malnati
	Partnership Area	Gwent
	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	A full list of staff training required and training delivered is managed by the training and development manager. Training is provided primarily by online contracted services. In addition the company encourages staff to attend any seminars or events which can count to their annual SCW training requirement
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is primarily conducted via Indeed. A bonus payment is also made to staff for referrals. We offer a flexible Rota system to suite staff needs, particularly part staff with children. Rota's are published three months in advance. Retention is a function of pay rates.

Service Profile

Service Details

Name of Service	Prestige Care Agency Services
Telephone Number	01291408220
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 Active Offer encourages the use of welsh for staff and service users

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
The maximum hourly rate payable during the last financial year?	19

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?	Regular RI and RM visits to the schemes. As a small company with 17 service users - some have been supported for over 20 years - we know our service users very well and have a good understanding of their desired personal outcomes. In previous years we have issued questionnaires to service users to complete with staff, however, they don't provide useful information, primarily down to differing levels of capacity. We now spend more non matrix one to one time with service users to ensure that their lives are fulfilling and that they feel safe and comfortable in their homes. All service users have the mobile number of both the RM and RI and the majority will call directly if they have any concerns or worries themselves.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Role play to assist with safe preparation of food etc.

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>All our staff are very engaged with service users, again this is very evident from individual records. Each scheme has its own staff team, so this works well for continuity for service users and staff and is vital to provide the quality of support we want for our service users. We have supported some of our service user for 20 years and know them well.</p> <ul style="list-style-type: none"> Effectiveness of the service to promote an open and transparent culture. <p>We try to be as transparent as we can be, and our "statement of compliance" systems enable us to record this. Our Event Logs records what we have done well, what we can improve, any issues we have faced, any monitoring visits, safeguarding referrals or CIW notifications, as well as compliments received. These logs give a clear unbiased overview of our service.</p> <p>Personal outcomes and delivery of them are monitored via a 'live' events log and reviewed quarterly during personal plan reviews.</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>	<ul style="list-style-type: none"> A MDT approach, with all stakeholder parties involved. Care and support plan /integrated assessments and reviews Risk assessed Personal Plan reviews with greater emphasis on personal outcomes and positive risk taking.
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> All of our staff have received safeguarding training provided by TCBC. Support workers have received Level 2 Training and Managers/Team Leaders have received L3. All staff received training on record keeping as part of their induction and we have developed as part of this year's staff development programme a new communication and record keeping workshop, this is going well. We keep all records that are required for the protection of adults and the efficient running of the agency for a minimum of 3 years, in line with the Social Care Wales Act 2016. <p>Maintaining and acting upon information entered into our Event Logs and ensuring resolutions are achieved before logs are deemed 'completed' and sharing that information with staff as appropriate.</p>

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>25</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>	
	<p>No. of staff in post</p>	<p>4</p>

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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy and Buccal
<p>Contractual Arrangements</p>	
No. of permanent staff	4
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)	3
No. of part-time staff (17-34 hours per week)	1
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<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	4
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As required by the valid time the training remains in place before repeating, for example First Aid Training every three years

Contractual Arrangements

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

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	31
No. of posts vacant	2

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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	As required by policies and procedures defined by the social care wales act 2016, TCBC 2022 Service Provision Contract and any other not listed previously policies and procedures.

Contractual Arrangements

No. of permanent staff	31
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)	9
No. of part-time staff (17-34 hours per week)	21
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 social care worker	31
No. of staff working towards the required/recommended qualification	31

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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