

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:	Primacy Care Ltd	
The provider was registered on:	10/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Primacy Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/10/2019
	Responsible Individual(s)	Rosa Duarte
	Manager(s)	Victoria Hewett
	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	All the employees have a full induction training before they start work. They then are placed on the rota with a Lead carer in double handed calls. (This due to competency checklist), All care team have at least one re-fresher training every year, unless otherwise identified a need sooner. Management team carry out spot checks, supervisions and team meetings. We also have E-learning for care team to complete units and we also enrol them onto the NVQ.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	to retain staff we have increased the wages three times, to retain the best carers. We have identified our wages are above the minimum wage. We have a robust recruitment strategy in place. We have promoted some care team members from Care assistants to Senior care and Mentors. we recognised Carers of the month through dedication and commitment to the company.

Service Profile

Service Details

Name of Service	Primacy Care Ltd
Telephone Number	02920660168
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?	98
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.10
The maximum hourly rate payable during the last financial year?	12.00

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	the RI carried out visits in community to gather information related to the Quality of care provided. The RI sent out Questionnaires to all service users for them to complete in relation to quality of care they receive, call times / call duration and any other issues they want to discuss in relation to their package of care. Care manager speaks regular to service users and advocates to gather their views and relays back any information to the RI.

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.

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.

Care Manager always ensures that service users are aware of their rights including right to complain, how we as a company deal with complaints, inform service users of the Individual guide book that is left on the first assessment and signed by both parties. We focus on their needs, gender of care they choose. We explain how our service works in detail and what we also offer in addition to Social Services package (shopping, domestic call and rates)
We also discuss the whistleblowing information. We explain the professionalism from both sides, and the 15 minute leeway on every call . we explain we try and match care team best suited to their care needs

<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>we explain how we administer medication from our medication policy, we explain about the daily logs that care team are to write in on every visit, we carry out extensive first assessment to gather as much information to ensure that the care plans are person centred care and tailored to every individual. We carry out full risk assessments, including Health and Safety, Environment, safeguarding, Fire, medication, moving and handling, we ensure all care team are fully trained. we also ask for the consent form to be signed to give us authorization to share their information to care team on our app, and if we need to speak to other multi disciplinary teams on their behalf.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>we explain as a company it is our responsibility to keep them safe from danger, harm, abuse, or neglect. we explain our safeguarding policy and how we deal with any form of abuse. In the Individual Guide that they receive they are shown all the contact information of CIW, how to contact the Responsible individual and the Care Manager,. On their care plan folder we have our statement of purpose where we explain in detail the responsibility of Primacy Care</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>57</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>3</p>
	<p>No. of posts vacant</p>	<p>1</p>
	<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>	
	<p>Induction</p>	<p>3</p>
	<p>Health & Safety</p>	<p>3</p>
	<p>Equality, Diversity & Human Rights</p>	<p>3</p>
<p>Manual Handling</p>	<p>3</p>	
<p>Safeguarding</p>	<p>3</p>	

Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Manager has completed her ILM 4 and is enrolled on her ILM 5
Contractual Arrangements	
No. of permanent staff	3
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)	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
Deputy 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	3
No. of posts vacant	1
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care coordinator has enrolled on her NVQ 3 team leader has enrolled on her NVQ 5

Contractual Arrangements	
No. of permanent staff	3
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)	2
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	team leader has had stoma/ colorectal senior carer has had leadership and mentoring training team leader has had training in Management skills
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	0
Senior social care workers providing direct care	
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	5
No. of posts vacant	1
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.	All team had training in Mental health and wellbeing social interaction, complaints, incidents accidents and near misses. positive risk taking, Choice and risk taken, coming into care- positive and confidentiality, , GDPR, etc
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	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)	4
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	5
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?	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	73
No. of posts vacant	10
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	73
Health & Safety	73
Equality, Diversity & Human Rights	73
Manual Handling	73
Safeguarding	73
Dementia	73
Positive Behaviour Management	73
Food Hygiene	73
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All care team had infection Control Training All the staff had medication administration training All care team had COSHH , RIDDOR, code of conduct, abuse, Privacy, Dignity, choice, types of communication, professional behaviour, restriction and deprivation of liberty, diet and nutrition, mental health capacity. Physical and medical common condition including diabetes , dementia and sensory loss, Parkinson's multiple sclerosis. catheter care, incontinence, rights to refuse , skin integrity and food and fluid charts etc . They also had training in types of communication
Contractual Arrangements	
No. of permanent staff	63
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)	52
No. of part-time staff (17-34 hours per week)	11
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	28
No. of staff working towards the required/recommended qualification	16
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.	Senior Care Worker who works along side carers new and experienced in community Field Care Supervisor who carries out spot checks and ensures that the senior care workers are fulfilling their job role in community Care workers who works under the supervision of both parties above Train the Trainer who carries out the induction training to new team members, and also re-fresher training for current members, and adhoc training if required
Filled and vacant posts	
No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all team members have been trained in palliative care when needed Care team have been trained in Catheter care
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
<div style="border: 1px solid green; padding: 2px;"> Outline below the number of permanent and fixed term contact staff by hours worked per week. </div>	
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
<div style="border: 1px solid green; padding: 2px;"> Staff Qualifications </div>	
No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0