

# 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:	Q Care & Special Care Ltd	
The provider was registered on:	19/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Q care and special care limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/10/2018
	Responsible Individual(s)	Anmarie Ostanek
	Manager(s)	Sian Morris
	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	We have individual training programs on line, using BVS training to ensure all staff are fully inducted according to the Welsh induction Framework and are trained in all aspects of care. The portal allows staff to attend training sessions virtually from their own homes and guides them through videos and multiple choice questions at the end of each learning module. This knowledge is then confirmed by their line managers when out on calls and in supervisions and appraisals. Updates annually.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are advertising using indeed which we pay a monthly amount to have our advert prominent on the initial pages for our area. We also use social media and word of mouth from our existing staff pool, family and friends. We endeavor to retain staff by ensuring they are fully valued, trained and supported within their roles. We have recently increased our hourly rate by 14% and pay more for evening and weekend work. We also pay 45p per mile to cover travel expenses.

## Service Profile

### Service Details

Name of Service	Q care and special care limited
Telephone Number	07881911182
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 where applicable and when Welsh speaking staff are available.

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	91
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### Fees Charged

The minimum hourly rate payable during the last financial year?	20
The maximum hourly rate payable during the last financial year?	23.30

### Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	0
Number of complaints upheld	6
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 carry out Quality assurance in a number of ways. Our service users and their family are encouraged on every telephone communication and care call to give us feedback, if they are happy with the level of care provided if their outcomes are being met and if not how can we improve to change that.</p> <p>We also give out QA questionnaires to seek their views and point out any failings or suggestions for room to improve. This is also followed up by a phone call or visit to the individual to discuss any issues or reasons we haven't met their expectations. The findings from this are then put into a report that we send to our staff and our service users so they can hear the feedback and see how we strive to improve from listening to their views.</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)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	We offer large text media for visually impaired service users, schedules can be converted to Microsoft excel and printed out in a large easy to read format

### 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>The individuals who use our service feel listened to and are included to make choices in how they are cared for, and supported to assist themselves be as independent as they are able. We feel we have encouraged and supported individuals to have opportunities to attend college, pursue their hobbies and live as active a social life as possible. here are some direct quotes from our service user questionnaires and telephone conversations.          Friendly Helpful staff, everything, everyone seems nice, Service excellent, Never let me down, Excellent care staff, can speak to the office at any time and they sort out any issues immediately, They always ensure that I have everything I need to stay safe at home, staff are dependable and treat me with respect. I can rely on them for all my needs. Great continuity. Q care are great they look after me with care and respect and could not wish for better care. All changes and concerns are always highlighted and addressed in a timely manner. Staff are all friendly and efficient and care deeply about my mother.          All staff couldn't be more helpful. All staff are clean and well dressed a credit to the company, Happy with all carers although some are more thoughtful than others and go the extra mile by preparing things ready for the morning or the next call. Great rapport with carers. All carers work well and are caring.</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>In General the majority of our service users felt supported to maintain their ongoing health and overall well being as our staff identify any health issues at an early stage and will report immediately so we can liaise with the individual and other health care professionals to get them appointments and assistance to prevent deterioration and to ensure they are living healthy happy lives . We can implement the use of fluid balance/bowel/clothes changing charts when required as a service users health and well being changes. Direct quote from Quality assurance, "They offer an agile and responsive service and as our needs have changed a great deal in the past year, they work proactively with us to deliver solutions and additional care in a timely manner. .... We thank all the staff and the office for all their vigilance and support ensuring that other care professionals are approached for guidance and assistance when needed."</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All of the individuals using Q Care felt safe and protected from abuse and felt able to confide in knowledgeable staff where the need arose. All of our staff know the individuals they care for and would be able to identify signs of abuse or neglect early in order for us to prevent and gain assistance /advise from safeguarding teams if the need arose. Our staff are all fully trained to know the signs and would report and act immediately. Care staff regularly report any new bruises and marks and pressure sores appearing on service users, these are documented and fully investigated and an incident form is filled in when required, if following a management meeting it is deemed necessary body maps are also put in place. When service users are discharged from hospital/respite or seen by paramedics any changes to their skins integrity are also noted and recorded.</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>16</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>
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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	0
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.	<p>Safeguarding Training for managers, All Wales Medication Training, Regulations for inspection Training, Annual Returns Training. All staff complete and re-do yearly training on line with BVS. They include the above list including many others:- Effective Communication 1&amp;2, death, dying &amp; bereavement, role of the homecarer, develop as a worker, raising concerns and whistle blowing, principles of person centred care, effective hand hygiene, nutrition &amp; wellbeing, Infection prevention and control, Mental capacity act in practice, Mental health dementia and learning disabilities, Moving and assisting assessment, practical and theory (3 different modules) also all staff attend yearly practical sessions to ensure they can use equipment, &amp; fire safety.</p>
<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
Deputy service manager	
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>	
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	0
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.	<p>Safeguarding for Managers, all Wales Medication Training, All staff complete and re-do yearly training on line with BVS. They include the above list including many others:-</p> <p>Effective Communication 1&amp;2, death, dying &amp; bereavement, role of the homecarer, develop as a worker, raising concerns and whistle blowing, principles of person centred care, effective hand hygiene, nutrition &amp; wellbeing, Infection prevention and control, Mental capacity act in practice, Mental health dementia and learning disabilities, Moving and assisting assessment, practical and theory (3 different modules) also all staff attend yearly practical sessions to ensure they can use equipment, fire safety.</p>
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
<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
Staff Qualifications	

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	0
Other supervisory staff	
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>	
Filled and vacant posts	
No. of staff in post	6
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	2
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all Wales Medication Management All staff complete and re-do yearly training on line with BVS. They include the above list including many others:- Effective Communication 1&2, death, dying & bereavement, role of the homecarer, develop as a worker, raising concerns and whistle blowing, principles of person centred care, effective hand hygiene, nutrition & wellbeing, Infection prevention and control, Mental capacity act in practice, Mental health dementia and learning disabilities, Moving and assisting as assessment, practical and theory(3 different modules) also all staff attend yearly practical sessions to ensure they can use equipment, & fire safety.
Contractual Arrangements	
No. of permanent staff	6
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)	5
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	1
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	8
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	0
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	8
Positive Behaviour Management	8
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All Wales Medication Training, All staff complete and re-do yearly training on line with BVS. They include the above list including many others:- Effective Communication 1&2, death, dying & bereavement, role of the homecarer, develop as a worker, raising concerns and whistle blowing, principles of person centred care, effective hand hygiene, nutrition & wellbeing, Infection prevention and control, Mental capacity act in practice, Mental health dementia and learning disabilities, Moving and assisting assessment, practical and theory (3 different modules) also all staff attend yearly practical sessions to ensure they can use equipment, & fire safety.
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)	0
No. of part-time staff (17-34 hours per week)	5

No. of part-time staff (16 hours or under per week)	3
<b>Staff Qualifications</b>	
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?	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.	
<b>Filled and vacant posts</b>	
No. of staff in post	16
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	8
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	15
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	all Wales Medication Management All staff complete and re-do yearly training on line with BVS. They include the above list including many others:- Effective Communication 1&2, death, dying & bereavement, role of the homecarer, develop as a worker, raising concerns and whistle blowing, principles of person centred care, effective hand hygiene, nutrition & wellbeing, Infection prevention and control, Mental capacity act in practice, Mental health dementia and learning disabilities, Moving and assisting as assessment, practical and theory(3 different modules) also all staff attend yearly practical sessions to ensure they can use equipment, & fire safety.
<b>Contractual Arrangements</b>	
No. of permanent staff	16
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)	9
No. of part-time staff (16 hours or under per week)	6
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	8
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No