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:	Rachel Cares LTD
The provider was registered on:	23/07/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Rachel Cares

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/07/2022
Responsible Individual(s)	John Young
Manager(s)	
Partnership Area	Cwm Taf Morgannwg
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	• Training needs managed daily by the Manager with regular staff 121's. • Annual training plan in place including induction training • Audited quarterly by the RI. • Weekly training needs meetings between RI and manager. • Rachel Cares Ltd Key principles include: •Ensuring staff are confident, well trained and are engaging with clients etc. •Ensuring supervision is carried out as is a key tool in ensuring accountability, support, learning, professional development, and service development..
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	• Weekly meeting between Manager and RI on staff resourcing and recruitment needs, and staff moral and wellbeing. • Regular 121 between manager and staff • Ensuring staff are confident, well trained and are engaging with clients etc. • Induction training plan includes extensive mentoring and supervision • Training needs fully integrated within annual budget. • Each staff member has their own personal development plan in place to aid in continual development • Priority on flexibility and teamwork

Service Profile

Service Details

Name of Service	Rachel Cares

Telephone Number	07426989935

What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We have some Welsh speaking staff who can assist when required to deal with Welsh communications.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	54

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	40.00

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?	3 Monthly audit by RI includes feedback from clients selected at random Annual feedback requested from all clients

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.

| 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. | Summary (Full report including key principles and evidence is available upon request - not enough characters available to include in this field)

The quality of our service is paramount importance to us, as the business plan is for the quality of service to be the main aspect that differentiates us from the competition. We believe that meeting the requirements, needs and expectations of our clients is the ultimate measurement of quality. The extent to which people feel their voices are heard, that they have a choice about their care and support and their opportunities available to them will continue to be achieved by:

• Listening to clients and understanding what it is they want and why.
• Engaging our clients' in creating and sharing standards, processes, and best practice
• Continuously striving to improve quality of our services through:

1. Providing the highest level of client satisfaction of the care and support we provide.
2. Creating and sustaining effective partnerships with our clients
3. Raising expectations, aspirations and standards
4. Listening and being responsive to all of our clients
5. Championing continuous improvement

We are an agency that wants to grow but at a controlled pace, that enables us to maintain the 'family' atmosphere and close teamwork with our staff. We will always ensure that even in periods of growth , we will plan thoroughly to ensure we have adequate staff resources to enable us to deliver high quality care and support.

To continue to drive improvement we need to continue our positive workplace culture with the right staff, with the right values which is achieved through good learning and development opportunities. |

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.	Evidence & Summary (Full report including key principles is available upon request - not enough characters available to include in this field) We use the social model of disability, which positively promotes choice, control, dignity, equity, opportunity, and participation. We work in a holistic approach that considers things such as related health issues; well-being; personal and social factors such as isolation, confidence, and community life. Evidence: As part of our governance we ensure we deliver the right level of support and care whilst recognising that people's needs fluctuate. The care plans are carried out in accordance of the individual's wishes that will make a difference to their health and well-being. We do this by: • Engaging with clients and their families/ representatives • Ensuring people to be at the heart of the decisions about their health and wellbeing • Working with key community and third sector partners to ensure a person-centred approach while getting the most from all resources This approach allows a more co-ordinated, integrated way of working. Also, it builds on existing core services such as primary care, and district nursing. • Ensuring staff individually and collectively have the skills, knowledge, and experience to deliver the care to meet the individuals' needs. Summary: Promoting well being is vitally important involving individual identity and self-respect. We will continue to improve outcomes by: • Ensuring to continue that care staff have sufficient time to carry out their work and dignity of the client. • Ensuring to continue to promote an attentive service culture in which the client is listened to, and their needs are noticed and carried out. • To continue to encourage clients to engage in the wider community participating in existing activities and services. Some of our clients are currently participating going for walks, going out for a meal, coffee and cake or simply companionship in their own home. • Ongoing communication with clients and people involved in the care and support is fundamental to taking the right decisions at the right time. It enables decisions to be altered over time to reflect people's changing needs

The extent to which people feel safe and protected from abuse and neglect.	Summary (Full report including Evidence is available upon request - not enough characters available to include in this field)
	Our clients and staff have a right to be protected from abuse or the risk of abuse, discrimination, and harassment.

Our Key Principles
• Ensuring that there are robust policies and procedures in place such as safeguarding and whistleblowing and are up to date and effective.
• Ensuring staff are adhering to policies and procedures.
• Ensuring that our systems and procedures support effective safeguarding practice in our service.
• Ensuring there are appropriate arrangements in place to enable clients and staff to access help in crisis and emergency.
• Ensuring are working in partnership effectively with other agencies.
• Ensuring to continue to deliver high standards of care that we have enough staff are appropriately trained. We have a learning culture which supports training and development of staff. This means keeping up to date through on-going training and learning.
• Ensuring that appropriate recruitment checks have been carried out.

Summary:
We have governance in place which includes having auditing systems in place. These assess, monitor and mitigate any risks relating the health, safety and welfare of individuals using our service. We continually evaluate and seek to improve our governance and auditing practice. In addition, we ensure we securely maintain accurate, complete and detailed records in respect of each individual using the service and records relating the employment of staff and the overall management of our service. Continued professional development is a key to our continual improvement processes, so all our staff skills are reviewed and, where additional training is required, this identified and provided

Monitoring safeguarding arrangements is fundamental to meeting our objective of ensuring to protect and promote the health, safety and welfare of the individuals who use our service. This is an important reason to continue to drive improvement of ensuring the health, safety and welfare of individuals' using our service and staff is paramount through regular monitoring. |

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)	13.50

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	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	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.	Supervision skills for managers

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

Deputy service manager	
Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	2
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	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.	Both Have Level 3 QCF Care Certificate First Aid Infection Control Medication Awareness End of Life Lone Working MCA Skin Integrity Diabetes Recording / Reporting Risk Assessments Fire Safety COSHH Duty of Candour Whistleblowing Personal Safety Stroke Awareness Bed Rail Safety Stress Resilence Sepis Awareness Covid / PPE Parkinsons

Contractual Arrangements

No. of permanent staff	2
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)	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	2
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	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	5
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	11 staff tuped over from Jessie's Angels - already done their induction training. 5 new starters done Induction Training Other training completed by all staff Care Certificate First Aid Infection Control Medication Awareness End of Life Lone Working MCA Skin Integrity Diabetes Recording / Reporting Risk Assessments Fire Safety COSHH Duty of Candour Whistleblowing Personal Safety Stroke Awareness Bed Rail Safety Stress Resilence Sepis Awareness Covid / PPE Parkinsons

> Contractual Arrangements

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)	12
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	13
No. of staff working towards the required/recommended qualification	3

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