

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:	Swansea Bay Home Care Services Ltd	
The provider was registered on:	20/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Swansea Bay Home Care Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/12/2018
	Responsible Individual(s)	
	Manager(s)	Jacqueline Hadley
	Partnership Area	West Glamorgan
	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 staff we recruit undertake the mandatory training which is required to enable them to provide the required support to our services; such training includes manual handling, health & safety, food hygiene, etc, etc. Thereafter, further training is introduced depending on the particular needs of the service user. Where there is a "skills gap" that may exist for the employee, we then introduce further training to ensure our staff are trained and educated to the required standards.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are engaged on a permanent exercise to recruit additional carers, given the ongoing demands for our services. We offer fair and reasonable rates of pay, travel time and mileage payments, along with training, both mandatory and as part of the individuals on going development. We review our Terms and Conditions of employment at least annually and ensure we are one of the "preferred" employers in the area; we also offer further career development within the business.

Service Profile

Service Details

Name of Service	Swansea Bay Home Care Services
Telephone Number	01792274003
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 the availability to offer a Welsh language service if requested.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	125
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.26
The maximum hourly rate payable during the last financial year?	27.03

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	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?	One to one daily discussions with support carers Periodical visits by RI/RM/Senior Management Invites/Directing to Web Site use of Social Media

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.

<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>Integral to the service we provide is to ensure at all times that the individual " has a voice " regarding the care and support they receive and the opportunities that are available to them. This we achieve by way of open communication and the via systems we have in place such as our care plans, quarterly reviews, questionnaires and the daily communication between the individual and our staff; the latter being a very important part of the service we do provide. We also ensure that all communications are in " plain english " , thereby ensuring clear lines of communication at all times and ensuring at all times. We ensure the individual are themselves involved in the content of their support plans, with such plans being regularly reviewed and changes introduced wherever necessary. We encourage feedback at all times based on the quality of support we do provide and other matters and take into account such feedback at all times. We work within a multi-disciplinary team consisting of health/social professionals, families, friends, etc, thereby ensuring the individual is at the centre of our support plans. Our service users, families, friends can contact our office at any time to discuss any concerns they may have, with such concerns being acted on immediately. We engage with our service users to explore all options available to them, thus enabling them to achieve their personal goals. Bearing in mind that individual circumstances change sometimes on a daily basis and therefore the need for us to be adaptable and flexible is of the uppermost importance. Times do arise where the care we do provide needs to be changed, or sometime finished all together. Where such a situation may arise, we ensure we inform the service users/families/friends as soon as we are able to.</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>Underpinning the service we provide to our clients is our commitment toward ensuring the individual maintains their health, well-being and happiness as best we and they can. We closely monitor and, to a certain extent, oversee the well-being of the individual; in this regard we work closely with families, friends, social services and other partners to ensure those we provides services to are at all times happy and confident with their ongoing health and development. We often encourage certain individuals to enhance their health and well-being by way of attending day centres, clubs and other such activities. We also encourage our staff to have interesting discussions with the individual where possible, thereby supporting their intellectual and social needs. We do at all times check and monitor the care needs of the individual and take the appropriate action if the support we are providing is not supporting their ongoing needs, be they physically, mentally or emotionally. In this regard our values are:-</p> <ul style="list-style-type: none"> - to be safe, - to be involved in activities, hobbies or individual interests, - access education, learning and development opportunities wherever possible, - to have control over everyday life. <p>To ensure these values are put into practice, we do provide person centred care based on the individual's assessment of needs and again work closely with the multi-disciplinary team including families, friends and or identified advocates, District Nurses, Health visitors, schools, colleges, Social Workers, Occupational , Physio and Speech and Language therapists and GP's etc, thereby putting the individual at the centre their support plans, thus enabling them to be independent and in control of their lives .</p>

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

Protecting those we support from any abuse, neglect, or any other unwanted actions begins in our own classroom when our new employees receive the appropriate training and education they may require to enable them to undertake such responsibilities. Such training is re-introduced periodically. We also have in place both formal and informal procedures for monitoring and overseeing the well-being of our service users and our carers know what action to take if they do have any concerns about any individual. The annual questionnaire exercise we undertake provides individuals with the opportunity to tell us if they feel they are being treated wrongly; whereas this is an annual, more formal exercise, the day-to-day discussions we have with individuals are of extreme importance to us in this regard. The standards we set for our carers is very high; we do not allow any new carer to undertake any work on their own until they are properly trained to the relevant QCF levels and have completed the mandatory probation we introduce which includes an amount of "shadowing" with their more experienced colleagues until we feel they are ready to undertake supporting the service user on their own. We encourage our carers to engage with the individual they support to the extent that the service user is comfortable talking with their support, thereby again giving them the opportunity to raise any concerns they may have. Having such various "levels" of protection and support in place does therefore, ensure all our service users do feel safe and protected as best they can.

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) 30

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
	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	1
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional management development training such as positive communications, team building, conflict management and self-awareness.
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?	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
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	0
Safeguarding	0

Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Further management training & development as and when required.
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	1
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	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	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	For the Quality Assurance Managers role the job-holder has undertaken additional supervisory training inclusive of positive communications, team building, conflict management and supervisory responsibilities.
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 social care worker	0
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	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	1
Health & Safety	1
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Both our Senior Care Workers have and continue to receive the necessary supervisory training, both mandatory and as part of their ongoing development.

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	1
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?	No
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.	Care Workers, whose main role us to provide day-t o-day support to our service users. Admin Manager, who manages the general office.
Filled and vacant posts	
No. of staff in post	30
No. of posts vacant	8
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	16
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.	

Contractual Arrangements

No. of permanent staff	30
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)	6
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	4

Staff Qualifications

No. of staff who have the required qualification	20
No. of staff working toward required/recommended qualification	4