

# 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:	Trusting Hands Ltd	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Trusting Hands Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/07/2018
	Responsible Individual(s)	Helen Vowles
	Manager(s)	
	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	Three monthly supervisions are carried out and annual appraisals are used to develop staff training. Carers will always identify what new / different training they require to meet the needs of their service users. Training matrix will identify the mandatory training and when updates are required. In recent years most of the training has been carried out online but the plan going forward is to carry out more face to face training so we can compile feedback to plan going forward.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment has been extremely challenging in the last year, attracting people to the profession was not been easy. The rates of pay have not helped with recruitment, people in care are being asked to do more and more and the rates of pay don't fairly reflect this. Retention of staff has also been extremely challenging as carers are leaving to take on better paid less demanding jobs.

## Service Profile

### Service Details

Name of Service	Trusting Hands Ltd
Telephone Number	01495370723
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?	187
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	19.19

### Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
Number of complaints not upheld	8
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	A review of the care package is carryout every 3 months, this could be a telephone call, a postal review or face to face.

### 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.

All care packages are reviewed every three months, we speak to social workers, service users and their families. We have an open-door policy, so people don't always need an appointment to speak to us. We will visit whenever asked to review care. Reviews are carried out in person, by telephone and by postal review. So of the feedback we have received

"Don't know how mum would manage without your service you are all wonderful especially Emma L"

"Mum would like to see the same carer everyday but understand that people need holidays"

"I cannot believe you girls have not missed a call during this troubled time, well done."

"I am not sure how we would manage without you kind people. Great job!"

"Carers don't always arrive on time, but office will let me know."

"Some carers are better than others".

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.	Service users were happy that a private service could also be made available to them, although some thought paying for extra services such as shopping and domestic was not right and should be paid for by social services. The open office policy has meant that service users, family and social workers can speak to us when they need that don't always need and appointment.
The extent to which people feel safe and protected from abuse and neglect.	All service users felt we protected them from abuse and neglect and acted in a timely manner when there was a problem or safe guarding issue. They understood that all employees undertake safeguarding training before starting work with them. Trusting Hands Ltd work closely with safe guarding teams and maintain a n open and transparent way of working.

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)	58

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	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	3
	Health & Safety	3
	Equality, Diversity & Human Rights	3
	Manual Handling	3
	Safeguarding	3
Dementia	3	
Positive Behaviour Management	3	
Food Hygiene	3	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	NVQ level 5
<b>Contractual Arrangements</b>	
No. of permanent staff	3
No. of Fixed term contracted staff	3
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	0
<b>Staff Qualifications</b>	
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	2
Deputy service manager	
Does your service structure include roles of this type?	Yes
<b>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>	
<b>Filled and vacant posts</b>	
No. of staff in post	2
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	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.	
<b>Contractual Arrangements</b>	
No. of permanent staff	2

No. of Fixed term contracted staff	2
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)	2
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	2
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?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
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.	<p>IT Maintenance Officer- To co-ordinate/ carry out repairs to computers, Software maintenance, To maintain new data, To clear Computers and devices of Bugs</p> <p>Receptionist - To answer all inbound calls to the business and redirect them to the relevant person, To be first point of contact when visiting the office, to do Administration work and to track carers entering Service users homes on the CRM system used</p> <p>Administrator - to do all forms of Administration in the office such as Maintain the Employment files and Service user files, Track all cars are up to date with MOT and Insurance, Track all staffs have valid CRB and are on SCW, To track QCFs, To work alongside management to undertake contract monitoring</p>
Filled and vacant posts	
No. of staff in post	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
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.	

#### Contractual Arrangements

No. of permanent staff	3
No. of Fixed term contracted staff	3
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)	3

#### Staff Qualifications

No. of staff who have the required qualification	1
No. of staff working toward required/recommended qualification	2