

# 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:	Ty Care Services Limited	
The provider was registered on:	02/02/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Ty Care Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	02/02/2023
	Responsible Individual(s)	Winsome Hutchinson
	Manager(s)	Paulette Palmer
	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	Ty Care Services programme of training for staff recognises the value of learning and development of competencies in order to deliver a high-quality service. We have in-house training and access external training as needed. Staff are actively encouraged to participate in Social Care Wales training as well as training provided by the local authority. Additionally to mandatory training we offer a range of specialist training driven by the needs of service users.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Ty Care Services places prime importance on employing staff that are fit for the job, have appropriate qualifications, skills and experience to ensure the health and welfare needs of clients are met. Staff are required to be interviewed, to complete all pre-employment checks including enhanced DBS together with satisfactory references and may only begin employment when this is received. Training and development is updated annually or as required and assists staff competence and retention.

## Service Profile

### Service Details

Name of Service	Ty Care Services
Telephone Number	07483886215
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

All service users are actively encouraged to communicate with staff and be as involved in their care as much as they would like to be. Staff assist service users' language and communication needs. To achieve this Ty Care Services ensures that the staff team have the relevant skills mix to meet the individual service users needs. Where possible bilingual staff are recruited to enable communication in both English and Welsh languages.

Service Provision

People Supported

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

0

Fees Charged

The minimum hourly rate payable during the last financial year?

18.75

The maximum hourly rate payable during the last financial year?

20.75

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?

Ty Care Services were not operational throughout the last financial year, however we are committed to collaborative, inclusive and constructive working, both internally and with our external multi-agency partners which mutually benefits all our service users. The Management Team lead Ty Care Services in an internally/externally open and accountable way. This includes open dialogue and communications, informing people about Ty Care Services; appropriate consultation on significant changes to Ty Care Services' services or policies as well as listening and responding to the views of service users, their family/representative, as well as multi-agency partners and commissioners of our services. Managers will ensure that handling of complaints is constructive impartial and effective enabling the team to learn from mistakes and improve practice. We are committed to continuous improvement and have a quality management system which gives a framework for measuring and improving performance.

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

Yes

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.

Ty Care Services is a newly established provider of person-centred care that is service user led and proactively encourages the individual to be as actively involved in their care as possible, ensuring that the care provided meets the assessed needs of each Service user. A trained member of the management team at Ty Care, reviews and re-assesses each care package at regular intervals or as service user needs or requirements change.

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.

Ty Care Services takes the health and wellbeing of its staff and service users very seriously. To promote service users' independence, Ty Care Services encourages service users to be actively involved in their care as much as they are able to be. This enables them to work towards the fulfilment of their personal goals and aspirations; their ongoing health, development and overall wellbeing. This can include anything from personal care, information gathering, signposting to other professionals, communication in preferred languages or medium as required.

At Ty Care we aim to help Service users participate in as broad a range of social and cultural activities as possible, we endeavour to assist people who use our services to participate in practices associated with religious or spiritual matters and to celebrate meaningful anniversaries and festivals, where possible.

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

At Ty Care, service users are at the heart of the services we provide, we have effective policies and procedures introduced to ensure individuals feel safe and protected, by the high quality of care delivered by our highly trained and experienced care staff. We support/promote opportunities to effectively meet individual needs and manage any possible risks in order to maximise independence in health and social wellbeing. To ensure the service we deliver is safe Ty Care uses additional measures such as our adult safeguarding policy, in adhering to such guidance, service users, their next of kin/family or any member of staff are encouraged to raise concerns in line with our safeguarding, complaints or whistleblowing policy/procedures. All concerns raised are managed in line with the relevant policy and are seen as an opportunity to continuously improve service delivery and efficiency.

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)	10
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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
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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	4
No. of posts vacant	7
<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	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.	
<p>Contractual Arrangements</p>	
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
<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)	3
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	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</p>	
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	3
No. of posts vacant	7
<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	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.	
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	2
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	0
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	0
Health & Safety	0
Equality, Diversity & Human Rights	0
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	0
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

#### 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

#### Senior social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	7

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.	
<b>Contractual Arrangements</b>	
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
<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)	0
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 social care worker	3
No. of staff working towards the required/recommended qualification	0
<b>Other social care workers providing direct care</b>	
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	3
No. of posts vacant	7
<b>Training undertaken during the last financial year for this role type.</b>	
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.	

### 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 social care worker	2
No. of staff working towards the required/recommended qualification	0

Other types of staff

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