

# 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:	vale care services ltd	
The provider was registered on:	04/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Vale Care Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	04/11/2018
	Responsible Individual(s)	Carys Williams
	Manager(s)	Julie Elsbury
	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	<p>We have an in-house training department with two qualified staff members conducting manual handling training. The CRM system is used to monitor training and notify if any training was going out of date. Training needs are assessed through spot checks, service user feedback, and compliance with council standards. Staff members underwent initial training upon joining the organization, including manual handling, first aid, and office-based learning.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Online job boards, referral schemes, and sign-up bonuses were used as methods for recruitment. Job descriptions and person specifications were clearly defined to attract suitable candidates. We conducted interviews and reference checks during the recruitment process. Induction programs were provided to new employees to ensure a smooth onboarding experience. A performance evaluation system was in place to assess employee performance and provide feedback.</p>

## Service Profile

### Service Details

Name of Service	Vale Care Services Ltd
Telephone Number	02920595503
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?	102
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.50
The maximum hourly rate payable during the last financial year?	32

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?	Newsletter Social media Events

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.

We demonstrate a commitment to ensuring that individuals receiving care and their representatives have their voices heard, have choices about their care and support, and are provided with opportunities. The following arrangements are in place to uphold these principles:

We conduct quarterly supervisions with both service users and carers, providing a platform for individuals to express their feedback, concerns, and suggestions. Additionally, an annual quality of care review is conducted to delve into any concerns in more detail.

We have established mechanisms to actively listen to and consider people's concerns, suggestions, and preferences. Any concerns identified in reviews are raised with senior management, and a clear policy is in place to assist anyone who wishes to raise concerns.

Individuals are empowered to express their choices and preferences regarding their care and support. Care plans are regularly reviewed, and the approach to care is tailored accordingly to respect and implement these choices.

Clear policies and procedures are in place to support individuals in making informed decisions about their care and support. These policies provide guidance and ensure that individuals have access to relevant information.

We take steps to promote independence and autonomy for individuals in their decision-making processes. We develop individualized care plans that prioritize the unique preferences, needs, and goals of each service user. We involve the service users and their representatives in the development of these care plans, allowing them to express their preferences and make choices about their care. We foster a supportive environment that encourages service users to make decisions regarding their care and support. Provide them with information, options, and guidance to enable informed decision-making and respect and implement their choices to the extent possible.

Regular care planning meetings or discussions are conducted every three months to involve individuals in developing their care plans and setting goals. Concerns raised during these meetings are addressed and appropriate actions are taken.

Individuals have access to information and support necessary for making informed choices about their care and support options. Service user files are securely kept in-house, allowing individuals to have full access to their relevant information.

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.

We are dedicated to ensuring that individuals are happy and supported in maintaining their ongoing health, development, and overall well-being. The following arrangements and best practices are in place:

We adopt a person-centered approach, placing the individual's preferences, needs, and goals at the forefront of care planning and delivery. Care plans are tailored to support the unique requirements and aspirations of each individual.

A comprehensive and ongoing assessment of the service user's physical, mental, emotional, and social well-being is conducted. This assessment helps to identify their specific needs and develop personalized care and support plans.

Care staff are trained, skilled, and compassionate professionals who provide high-quality care and support. They prioritize the well-being of service users and are equipped to address their diverse needs.

Regular health monitoring and observation are carried out to track and manage the service user's physical health. This includes monitoring vital signs, medication management, and coordinating with healthcare professionals, as required.

We promote well-being through the provision of stimulating activities and opportunities for social engagement. These activities are designed to support cognitive function, physical mobility, social interaction, and emotional well-being.

Emotional support is provided to service users to address their psychological well-being. This may involve providing a listening ear, offering companionship, organizing support groups, or facilitating access to counseling or mental health services.

We ensure that service users receive appropriate nutrition and hydration based on their dietary needs and preferences. Adequate support is provided to maintain healthy eating habits and manage any dietary restrictions.

We strive for continuity of care, ensuring that service users have consistent and reliable care staff who understand their individual needs and preferences. This fosters a sense of familiarity, trust, and continuity in care provision.

Regular reviews of care plans are conducted to assess their effectiveness and make necessary adjustments.

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

We prioritize the safety and protection of individuals, ensuring that they feel safe and protected from abuse and neglect by :

Having robust safeguarding policies and procedures in place to prevent and address any form of abuse or neglect. These policies are regularly reviewed and updated to align with current best practices and regulatory requirements.

All staff members undergo comprehensive training on safeguarding practices, recognizing signs of abuse, and reporting procedures. This training ensures that staff are equipped with the knowledge and skills to identify and respond appropriately to safeguarding concerns.

Having a thorough recruitment and vetting processes are implemented, including background checks, reference checks, and verification of qualifications. This ensures that only suitable and trustworthy individuals are employed to provide care and support.

Regular risk assessments are conducted to identify potential risks and implement appropriate measures to mitigate them. This includes assessing risks related to the environment, equipment, and potential harm from others.

We promote a culture of open and transparent communication, encouraging individuals, staff members, and their representatives to report any concerns or suspicions of abuse or neglect.

We work in collaboration with relevant authorities, such as local safeguarding teams and regulatory bodies, to address any safeguarding concerns effectively. This includes reporting incidents, cooperating with investigations, and implementing recommendations for improvement.

A supportive and respectful environment is fostered, ensuring that individuals feel comfortable in raising concerns and expressing their views. Staff members receive training on maintaining dignity, promoting choice, and respecting individual rights.

Regular internal reviews and audits are conducted to monitor compliance with safeguarding policies and procedures. This includes reviewing incident reports, conducting spot checks, and seeking feedback from individuals incident reports, conducting spot checks, and seeking feedback from individuals and their representatives.

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)	34
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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
	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	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

#### 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
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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	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	0
Food Hygiene	1
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	1
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	0
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?	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

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.	

#### 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	1

#### 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	5
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	5
Equality, Diversity & Human Rights	2
Manual Handling	5
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
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	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	5
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
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?	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	26
No. of posts vacant	5
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	11
Health & Safety	28
Equality, Diversity & Human Rights	28
Manual Handling	27
Safeguarding	15
Dementia	15
Positive Behaviour Management	8
Food Hygiene	15
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	26

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
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
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