

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:	We Care Too Ltd	
The provider was registered on:	01/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	We Care Too Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/02/2019
	Responsible Individual(s)	Beverley Wilkinson
	Manager(s)	Beverley Wilkinson
	Partnership Area	North Wales
	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	<ul style="list-style-type: none"> Caregivers complete a 3-day Learning & Development Programme covering all Mandatory subjects. This lead on to the All-Wales Induction framework training books. Caregivers are all encouraged and guided by qualified trainers to complete all necessary books to enable in their role as a Caregiver. Specialised training needs are all covered in house by qualified trainers or outsourced to local authority. QCF Qualification levels 2 3 5 are all outsourced to North Wales Training Centre
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We use Indeed for our advertisement of vacancies. We offer £25 reward scheme for introducing a new employee. We gave a £100 bonus in December. We pay for dinner with a £15 bonus every month. We pay approx 10% above the living wage. We offer flexibility in pay weekly or monthly and a choice of holiday pay timing options. We pay traveling time between visits. We run a pension scheme for all our employees. We keep up with Supervision Team meeting. We keep in regular contact with all our Care</p>

Service Profile

Service Details

Name of Service	We Care Too Ltd
Telephone Number	07828555640
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.60
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We use Quality Assurance Survey to assist in continuing service development and improve the service provided 30 Quality Assurance Survey were sent out to Clients and their families of which 22 were returned These were sent out by post with a pre-paid envelope to all we provide home care service to. or hand the survey to one of our Caregivers The purpose is to gather their views and experience of the service over the past six months The survey incorporates multiple choice questions and includes free text boxes to allow the Client opportunity to comment, in their own words on the service they received The survey focuses on satisfaction and positive outcomes The RI also visits the clients regularly. The survey results over all were positive with a few saying they had trouble contacting the office by phone When this was investigated it was due to a number being changed. All clients have the new number with the old number being taken out of all client's homes We now believe this is rectified

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.

<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>We ask people what their preferred language is and act upon it We work with the person to build up a positive relationship based on trust We encourage people to be in control of their care by providing a tailored service around their needs wishes and desires and importantly, being flexible in changes to those A survey is taken of our clients and families to gather their views and experience of the service over the past twelve months and gives the opportunity for Clients to comment on outcomes</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>We support people in a way that enhances life satisfaction, optimism, and positive self-esteem. We promote Well Being, health, and development of our clients . We encourage meaningful activities which is important to improve physical fitness, help to combat depression, anxiety, and loneliness. We encourage people to develop friendships in the local community, this in turn encourages inclusion. We believe that we should be setting clients up for the day with positive dialogue and encouragement</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have an up-to-date Health & Safety Policy and Procedures and agreed ways of working that are compliant with Safeguarding legislation. Safeguarding, balancing the right to be safe with the right to make informed choices making sure that the care client's views, wishes, dreams, beliefs, and feelings are considered. All Caregivers are Safeguarding trained to identify and act on signs of neglect and abuse If the investigation necessitates external reporting, this will be promptly actioned</p>

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) 4

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>
	<p>Deputy service manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

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	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.	AWIF, Hoarding, Diabetes, Covid 19, Autism, Parkinson Awareness, Falls Prevention, Mental Capacity, Person Centre, Stroke Awareness, First Aid, Infection Control, Safeguard, Ageing Process Management, AET, QCF level 3

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

Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

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	3
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	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.	Diabetes, Covid 19, Autism, Parkinson awareness, Falls Prevention, Mental Capacity, Person Centre, Stroke Awareness, First Aid, Infection control, Safe guard, Ageing Process, QCF level 3
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
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	1
<p>Other social care workers providing direct care</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	10
No. of posts vacant	3
<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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	AWIF, Hoarding, Diabetes, Covid 19, Autism, Parkinson awareness, Falls Prevention, Mental Capacity, Person Centre, Stroke Awareness, First Aid, Infection Control, Safeguard, Ageing Process.
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	10
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	4
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No