

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:	3 Circles Care Limited	
The provider was registered on:	18/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	3 Circles Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/02/2019
	Responsible Individual(s)	Mary Charlton
	Manager(s)	Rosalie Thomas
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	3 Circles Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/02/2019
	Responsible Individual(s)	Mary Charlton
	Manager(s)	Rosalie Thomas
Partnership Area	Powys	
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>Most of our training is done online using an online training provider. From this, we can download a training matrix which gives us an overview of staff who have completed all certificates and those who have certificates outstanding.</p> <p>We regularly review the daily reports prepared by staff after service user visits and carry out spot checks. We arrange for additional training or shadowing as applicable if spot checks identify that staff members are not competent or confident in certain areas.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We have tried many types of recruitment strategy over the last 12 months, some of which have proved to be quite costly. We have found that advertising via Facebook, and asking for referrals from current staff is the best strategy. If we recruit someone who has been introduced by a member of our own staff and the new recruit passes the recruitment/induction process and remains employed with the company for a minimum of 6 months then the person who has introduced them receives a monetary bonus.</p>

Service Profile

Service Details

Name of Service	3 Circles Care Limited
Telephone Number	01873269273
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Very basic Welsh (generally only basic words and phrases).

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum hourly rate payable during the last financial year?	23.50
The maximum hourly rate payable during the last financial year?	25.50

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	We carry out quarterly quality assurance surveys from which we produce a Quality Assurance report. We also carry out care reviews. The care reviews ensure that any changes which are needed to the care plans are made and also give our customers the opportunity to feedback to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement.

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	Yes
List 'Other' forms of non-verbal communication used	One of our service users is non-verbal. We use Air writing, a computer keyboard and an alphabet card to communicate with him.

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.

Quality Objectives 2023/2024

- To follow the principles of the ISO Quality Management Cycle of Plan, Do, Check Act, Check
- To be recognised as a trusted and reliable care provider
- To seek the views of people that use our service and use this data to produce a service improvement plan.
- Involve people as much as possible in key decisions on how to improve the service and the systems that underpin it.
- To ensure people's rights are protected and desired outcomes are being achieved.
- To seek the views of our staff to ensure they feel supported and that their professional development and personal well-being are nurtured.
- To audit our internal procedures to ensure they meet the regulations and associated good practice guidance. Audit data will be analysed to identify themes and trends that indicate corrective action is needed.
- To audit the quality system to ensure it is fit for purpose.
- To be a reliable and trusted employer

We monitor performance on an informal and formal basis. Every day we informally seek the views of service users and staff in our daily interactions to ensure we are maintaining our high-quality expectations.

The formal method is sending out Quality Questionnaires to service users, staff and wider stakeholders.

The informal method is encouraging our service users to speak with our staff about all aspects of the service, bad as well as good.

Regular care plan reviews are carried out; the majority of these are carried out by the RI, who has a very "hands on" approach to the business. This allows our service users to communicate directly with one of the people "in charge" and, I think, makes us unique in the industry. Our service users are always given the opportunity to discuss how their care and support is delivered, and by who. This is not limited to the time of the care review alone; our service users are aware that we are available to discuss any wishes or problems they may have at all times.

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 want as many people as possible to be able to choose to stay in their own homes for as long as they possibly can, and we want all families to enjoy those special memorable moments safely in the knowledge their loved ones are in capable caring hands.

We care passionately. We believe we have all the ingredients to enhance the quality of care by catering to the needs of individuals and their families to deliver an outstanding care service. We place a strong emphasis on providing the highest quality service possible for all our Service Users. We work on the basis that, no matter how good our present services are, there is always room for improvement. We are committed to continuous improvement and have established a formal quality management system that provides a framework for measuring and improving our performance.

During our regular reviews, as well as noting any changes to the service users' physical and mental needs, we also ask for feedback on the standard of service provided and the service user's wishes and preferences to the staff who attend, the way in which tasks are carried out, and whether there is anything which we could do differently or better. In this way, the care provided is always changing and evolving to meet changes of need.

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

All of our staff undertake training in safeguarding, so they are aware of the types of abuse which can occur and the signs to look for. We know that by identifying risks, prevention efforts can be better targeted.

We aim to provide person-centred support for all of our service users, which means that we encourage our service users to feel empowered enough to make their own decisions and choices and feel supported to manage risks.

We have an open culture and strive to provide a genuinely person-centred approach to care underpinned by a zero tolerance policy towards abuse and neglect. This is reflected in our policies and procedures; copies of which are available to all staff and service users on request.

We aim for consistency in our service; i.e. we try to send the same carer/carers to the same service users. The benefit of this is that our staff get to know our service users very well. Relationships are formed, and we hope that if a service user was being abused that he/she would feel able to confide in our staff. If not, our staff know our service users well enough that they can easily identify signs of abuse such as personality changes, depression, weight loss and so on.

If staff do not feel confident enough to broach the subject of abuse with the service user themselves, then staff are encouraged to inform management of their concerns. From there, a member of management (probably the RI, who is the "face" of the business) would visit the service user, ostensibly just for a review or a chat, but with the underlying purpose of trying to glean information and determine whether or not the service user was suffering from abuse.

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) 7

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	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.	

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

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.	

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?	No
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Other 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	13
No. of posts vacant	10
<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	7
Health & Safety	23
Equality, Diversity & Human Rights	23
Manual Handling	11
Safeguarding	23
Dementia	23
Positive Behaviour Management	23
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	13
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)	0
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
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	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

3 Circles Care Limited

Telephone Number	01873269273
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Very basic Welsh (single words only)

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	40
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Fees Charged

The minimum hourly rate payable during the last financial year?	23.50
The maximum hourly rate payable during the last financial year?	25.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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?	We carry out quarterly quality assurance surveys from which we produce a Quality Assurance report. We also carry out care reviews. The care reviews ensure that any changes which are needed to the care plans are made and also give our customers the opportunity to feedback to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement.

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>Quality Objectives 2023/2024</p> <ul style="list-style-type: none"> • To follow the principles of the ISO Quality Management Cycle of Plan, Do, Check Act, Check • To be recognised as a trusted and reliable care provider • To seek the views of people that use our service and use this data to produce a service improvement plan. • Involve people as much as possible in key decisions on how to improve the service and the systems that underpin it. • To ensure people's rights are protected and desired outcomes are being achieved. • To seek the views of our staff to ensure they feel supported and that their professional development and personal well-being are nurtured. • To audit our internal procedures to ensure they meet the regulations and associated good practice guidance. Audit data will be analysed to identify themes and trends that indicate corrective action is needed. • To audit the quality system to ensure it is fit for purpose. • To be a reliable and trusted employer <p>We monitor performance on an informal and formal basis. Every day we informally seek the views of service users and staff in our daily interactions to ensure we are maintaining our high-quality expectations.</p> <p>The formal method is sending out Quality Questionnaires to service users, staff and wider stakeholders.</p> <p>The informal method is encouraging our service users to speak with our staff about all aspects of the service, bad as well as good.</p> <p>Regular care plan reviews are carried out; the majority of these are carried out by the RI, who has a very "hands on" approach to the business. This allows our service users to communicate directly with one of the people "in charge" and, I think, makes us unique in the industry. Our service users are always given the opportunity to discuss how their care and support is delivered, and by who. This is not limited to the time of the care review alone; our service users are aware that we are available to discuss any wishes or problems they may have at all times.</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 want as many people as possible to be able to choose to stay in their own homes for as long as they possibly can, and we want all families to enjoy those special memorable moments safely in the knowledge their loved ones are in capable caring hands.</p> <p>We care passionately. We believe we have all the ingredients to enhance the quality of care by catering to the needs of individuals and their families to deliver an outstanding care service. We place a strong emphasis on providing the highest quality service possible for all our Service Users. We work on the basis that, no matter how good our present services are, there is always room for improvement. We are committed to continuous improvement and have established a formal quality management system that provides a framework for measuring and improving our performance.</p> <p>During our regular reviews, as well as noting any changes to the service users' physical and mental needs, we also ask for feedback on the standard of service provided and the service user's wishes and preferences to the staff who attend, the way in which tasks are carried out, and whether there is anything which we could do differently or better. In this way, the care provided is always changing and evolving to meet changes of need.</p>

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

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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) 7

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
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 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

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 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?	No
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Other 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	13
No. of posts vacant	10
<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	7
Health & Safety	23
Equality, Diversity & Human Rights	23
Manual Handling	11
Safeguarding	23
Dementia	23
Positive Behaviour Management	23
Food Hygiene	23
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	13
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)	0
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
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	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No