

# 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:	Cadog Homecare Ltd	
The provider was registered on:	17/07/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cadog Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/03/2021
	Responsible Individual(s)	Rhian Hoare
	Manager(s)	Marianne Shelley
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service
	Cadog Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/07/2019
	Responsible Individual(s)	Rhian Hoare
	Manager(s)	Marianne Shelley, Marianne Shelley
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Cadog Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/07/2019
	Responsible Individual(s)	Rhian Hoare
	Manager(s)	Amy Quelch
	Partnership Area	West 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	All staff receive quarterly supervisions/one-to-ones/ annual appraisal and spotchecks. In these supervisions, appraisals and spot-checks, we discuss personal development plans (PDPs). We employ an in house trainer who delivers training according to the AWIF all staff training is recorded on a matrix, this is updated and monitored regularly to ensure all staff are in compliance and their training needs are met.
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We have a HR on staff that supports with recruitment. We use a variety of platforms to advertise jobs such as social media, indeed etc. We also have a marketing contract with yell. We have developed a thorough induction process which takes place over 5 days to ensure staff are fully trained and competent before being deployed. We pay above the Living wage and pay competitive hourly rates. We also offer staff bonuses, employee of the month and ensure we build good working relationships.

## Service Profile

### Service Details

Name of Service	Cadog Homecare Ltd
Telephone Number	01269 498200
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	NA

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	83
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.68
The maximum hourly rate payable during the last financial year?	19.68

### Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	All SU have a quarterly review this involves going through their care plans and ensuring that the care they receive meets their needs. During these reviews their personal opinions are sought. They are also informed of any company changes and provided with an up to date SU guide with clear contact information for any relevant bodies they may wish to contact. There is also an annual QA survey and ad hoc telephone reviews. This encourages SU to share their opinions on how we can improve our services. This feedback is analysed and a SIP is drafted with actions and targets for 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
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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.

Cadog Homecare engage in several feedback gathering exercises, where service users and employees can give their feedback on the service, they currently receive from Cadog Homecare as well as possible suggestions for improvement. An annual Quality assurance survey is conducted every August which is hand delivered to all service users and employees. From the analysis there were several suggestions for improvements made by several service users. These have been collated into the individual services SIP and Quality Assurance survey analysis. Overall, the feedback from the survey was extremely positive and it was also noted that we had 58% services user participation. I have explained to the RM that this is lower than expected and we will need to try and improve participation next year. Cadog Homecare also complete all care plan reviews with service users, some of these were done face to face in Service users' homes and some done over the phone due to the pandemic and ongoing risk of COVID infection. We are trying to encourage more face-to-face visits in service users own homes with their consent. From these reviews Cadog Homecare have been able to establish that at most service users are happy with their care and support. The dates of these reviews have been logged on the matrix in Carmarthenshire.

In the last three months Cadog Homecare have received 0 complaints raised from Carmarthenshire CC.

Cadog Homecare was last inspected by CIW on 06/03/2020. Carmarthenshire had a monitoring visit on 06/05/2021, this meeting was extremely positive and the council were happy with the service we provide the community. Staffing has been consistent over the last year, there has been a staff turnover of 22 % in the last quarter and an average of 15% in the last 6 months. Staff training is now completed in house with Cadog Homecare employing three accredited trainers. The new office in Llansamlet has been fully equipped with training facilities and equipment to allow the accredited trainers to deliver training to a small group of individuals in the AWIF. Training matrixes are maintained, and additional training is given to those who need it/ when appropriate. Training matrix observed 15/06/2022. During the annual employee survey, it was commented that some felt that the interview and induction process needed improvement. A meeting was held on the 13/06/2022 to discuss the interview questions and induction process. This process has now been rolled out.

<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>Cadog home care has a rigorous Quality assurance cycle where feedback is gathered from service users and staff. We conduct Annual Quality Assurance survey this is analysed and feeds into the SIP, Matrix that records when service user telephone reviews/ care plan reviews and Manual handling reviews have taken place. SIP that is updated regularly on individual branch targets. CIW report 08/2023 'There are clear systems in place that monitor the quality of care provided and ensure action is taken to address areas that require improvement.'</p> <p>Meeting mins for SLT , Monitoring phone calls/visits from the RI.</p> <ul style="list-style-type: none"> <li>• In the most recent CIW report Cadog Homecare was praised on the quality of their care plans. One relative commented that 'We are always involved in decisions and our views considered.'</li> <li>• CIW also found that 'We noted that personal plans gave clear comprehensive guidance to care workers on how to care and support was to be provided for the person'.</li> <li>• Care plans are reviewed every 3 months and ECM is maintained that shows when reviews last took place and forecasts when the next review is needed. Care plans are also updated if there is a change in Health/mobility or circumstances. Reviews take place more regularly if a need is identified. We also complete ad hoc reviews these can be face to face or via telephone.</li> <li>• People have commented in recent Quality Assurance surveys and monitoring visits that 'care workers have time for us, and we never feel rushed when they assist me.'</li> <li>• No missed calls this quarter and no meds errors</li> </ul> <p>From these review process we can conclude that people are very happy with the service they receive and we are confident that if . when people do become dissatisfied we have processes in place to ensure that problems are resolved quickly.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have completed SOVA training and are up to date on the most recent legislation with regards to safeguarding. All staff have the safeguarding app downloaded to their phones and are aware of who the safeguarding lead is within the company. They also know they can approach the council, police or RI directly if they need to.</p> <p>Cadog Homecare's safeguarding, modern slavery, whistleblowing and GDPR policies are up to date and in line with current legislation.</p> <p>During the latest CIW inspection Aug 22 the staff were asked about their understanding of the safeguarding procedure of the company. All staff asked were aware of the correct procedure and said, 'They would go to the manager initially, but would be confident to go to external agencies such as the local safeguarding office/CIW if they thought they needed to.'</p> <p>Cadog Home care have risk assessments for each client i.e. manual handling risk assessments, environmental risk assessments and medication risk assessments. These risk assessments highlight the risks to people's health and wellbeing as well as the measures in place to minimise the risks. The staff are also aware of their own responsibilities in keeping people safe. If needed additional risk assessments are put in place to minimise risks to all stakeholders. There are reviewed on a three monthly cycle. If needed additional reviews are conducted if there has been a change of need or circumstance that affect the safe delivery of the care plan.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>48</p>
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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
	<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	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	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Professional boundaries
	<p>Contractual Arrangements</p>	
	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
	<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)	1	
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	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?	No
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	2
<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	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.	GDPR professional boundaries single handed care training
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	1
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
<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	0
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.	GDPR Care and support planning
<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 social care worker	3
No. of staff working towards the required/recommended qualification	0
<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	54
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	28
Health & Safety	28
Equality, Diversity & Human Rights	28
Manual Handling	28
Safeguarding	28
Dementia	28
Positive Behaviour Management	28
Food Hygiene	28
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	46
No. of Fixed term contracted staff	8
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)	18
No. of part-time staff (17-34 hours per week)	28
No. of part-time staff (16 hours or under per week)	8
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	32
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	Cadog Homecare Ltd
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Telephone Number	01792712020
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	na

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	55
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	20.83
The maximum hourly rate payable during the last financial year?	24.00

##### 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?	All SU have a quarterly review this involves going through their care plans and ensuring that the care they receive meets their needs. During these reviews their personal opinions are sought. They are also informed of any company changes and provided with an up to date SU guide with clear contact information for any relevant bodies they may wish to contact. There is also an annual QA survey and ad hoc telephone reviews. This encourages SU to share their opinions on how we can improve our services. This feedback is analysed and a SIP is drafted with actions and targets for 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.

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.

Cadog Homecare engage in several feedback gathering exercises, where service users and employees can give their feedback on the service, they currently receive from Cadog Homecare as well as possible suggestions for improvement. An annual Quality assurance survey is conducted every August which is hand delivered to all service users and employees. From the analysis there were several suggestions for improvements made by several service users. These have been collated into the individual services SIP and Quality Assurance survey analysis. Overall, the feedback from the survey was extremely positive and it was also noted that we had 58% services user participation. I have explained to the RM that this is lower than expected and we will need to try and improve participation next year. Cadog Homecare also complete all care plan reviews with service users, some of these were done face to face in Service users' homes and some done over the phone due to the pandemic and ongoing risk of COVID infection. We are trying to encourage more face-to-face visits in service users own homes with their consent. From these reviews Cadog Homecare have been able to establish that at most service users are happy with their care and support. The dates of these reviews have been logged on the matrix in Carmarthenshire.

In the last three months Cadog Homecare have received 0 complaints raised from Carmarthenshire CC.

Cadog Homecare was last inspected by CIW on 06/03/2020. Carmarthenshire had a monitoring visit on 06/05/2021, this meeting was extremely positive and the council were happy with the service we provide the community. Staffing has been consistent over the last year, there has been a staff turnover of 22 % in the last quarter and an average of 15% in the last 6 months. Staff training is now completed in house with Cadog Homecare employing three accredited trainers. The new office in Llansamlet has been fully equipped with training facilities and equipment to allow the accredited trainers to deliver training to a small group of individuals in the AWIF. Training matrixes are maintained, and additional training is given to those who need it/ when appropriate. Training matrix observed 15/06/2022. During the annual employee survey, it was commented that some felt that the interview and induction process needed improvement. A meeting was held on the 13/06/2022 to discuss the interview questions and induction process. This process has now been rolled out.

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.

Cadog home care has a rigorous Quality assurance cycle where feedback is gathered from service users and staff. We conduct Annual Quality Assurance survey this is analysed and feeds into the SIP, Matrix that records when service user telephone reviews/ care plan reviews and Manual handling reviews have taken place. SIP that is updated regularly on individual branch targets. CIW report 08/2023 'There are clear systems in place that monitor the quality of care provided and ensure action is taken to address areas that require improvement.'

Meeting mins for SLT , Monitoring phone calls/visits from the RI.

- In the most recent CIW report Cadog Homecare was praised on the quality of their care plans. One relative commented that 'We are always involved in decisions and our views considered.'
- CIW also found that 'We noted that personal plans gave clear comprehensive guidance to care workers on how to care and support was to be provided for the person'.
- Care plans are reviewed every 3 months and ECM is maintained that shows when reviews last took place and forecasts when the next review is needed. Care plans are also updated if there is a change in Health/mobility or circumstances. Reviews take place more regularly if a need is identified. We also complete ad hoc reviews these can be face to face or via telephone.
- People have commented in recent Quality Assurance surveys and monitoring visits that 'care workers have time for us, and we never feel rushed when they assist me.'
- No missed calls this quarter and no meds errors

From these review process we can conclude that people are very happy with the service they receive and we are confident that if . when people do become dissatisfied we have processes in place to ensure that problems are resolved quickly.

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

All staff have completed SOVA training and are up to date on the most recent legislation with regards to safeguarding. All staff have the safeguarding app downloaded to their phones and are aware of who the safeguarding lead is within the company. They also know they can approach the council, police or RI directly if they need to.

Cadog Homecare's safeguarding, modern slavery, whistleblowing and GDPR policies are up to date and in line with current legislation.

During the latest CIW inspection Aug 22 the staff were asked about their understanding of the safeguarding procedure of the company. All staff asked were aware of the correct procedure and said, 'They would go to the manager initially, but would be confident to go to external agencies such as the local safeguarding office/CIW if they thought they needed to.'

Cadog Home care have risk assessments for each client i.e. manual handling risk assessments, environmental risk assessments and medication risk assessments. These risk assessments highlight the risks to people's health and wellbeing as well as the measures in place to minimise the risks. The staff are also aware of their own responsibilities in keeping people safe. If needed additional risk assessments are put in place to minimise risks to all stakeholders. These are reviewed on a three monthly cycle. If needed additional reviews are conducted if there has been a change of need or circumstance that affect the safe delivery of the care plan.

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)	52
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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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	single handed care GDPR
<b>Contractual Arrangements</b>	
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
<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)	1
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 Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</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	1
No. of posts vacant	2
<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	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.	GDPR Single handed care training
<b>Contractual Arrangements</b>	
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
<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)	1
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	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
<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	52
No. of posts vacant	5
<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	28
Health & Safety	52
Equality, Diversity & Human Rights	52
Manual Handling	52
Safeguarding	52
Dementia	52
Positive Behaviour Management	52

Food Hygiene	52
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR
<b>Contractual Arrangements</b>	
No. of permanent staff	52
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	8
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)	0
No. of part-time staff (17-34 hours per week)	26
No. of part-time staff (16 hours or under per week)	26
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	26
No. of staff working towards the required/recommended qualification	26
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?	No

#### Service Profile

##### Service Details

Name of Service	Cadog Homecare Ltd
Telephone Number	01792712020
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	na

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	4
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	22.23
The maximum hourly rate payable during the last financial year?	23.73

#### 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?	All SU have a quarterly review this involves going through their care plans and ensuring that the care they receive meets their needs. During these reviews their personal opinions are sought. They are also informed of any company changes and provided with an up to date SU guide with clear contact information for any relevant bodies they may wish to contact. There is also an annual QA survey and ad hoc telephone reviews. This encourages SU to share their opinions on how we can improve our services. This feedback is analysed and a SIP is drafted with actions and targets for 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>Cadog Homecare engage in several feedback gathering exercises, where service users and employees can give their feedback on the service, they currently receive from Cadog Homecare as well as possible suggestions for improvement. An annual Quality assurance survey is conducted every August which is handed delivered to all service users and employees. From the analysis there were several suggestions for improvements made by several service users. These have been collated into the individual services SIP and Quality Assurance survey analysis. Overall, the feedback from the survey was extremely positive and it was also noted that we had 58% services user participation. I have explained to the RM that this is lower than expected and we will need to try and improve participation next year. Cadog Homecare also complete all care plan reviews with service users, some of these were done face to face in Service users' homes and some done over the phone due to the pandemic and ongoing risk of COVID infection. We are trying to encourage more face-to-face visits in service users own homes with their consent. From these reviews Cadog Homecare have been able to establish that at most service users are happy with their care and support. The dates of these reviews have been logged on the matrix in Carmarthenshire.</p> <p>In the last three months Cadog Homecare have received 0 complaints raised from Carmarthenshire CC.</p> <p>Cadog Homecare was last inspected by CIW on 06/03/2020. Carmarthenshire had a monitoring visit on 06/05/2021, this meeting was extremely positive and the council were happy with the service we provide the community. Staffing has been consistent over the last year, there has been a staff turnover of 22 % in the last quarter and an average of 15% in the last 6 months. Staff training is now completed in house with Cadog Homecare employing three accredited trainers. The new office in Llansamlet has been fully equipped with training facilities and equipment to allow the accredited trainers to deliver training to a small group of individuals in the AWIF. Training matrixes are maintained, and additional training is given to those who need it/ when appropriate. Training matrix observed 15/06/2022. During the annual employee survey, it was commented that some felt that the interview and induction process needed improvement. A meeting was held on the 13/06/2022 to discuss the interview questions and induction process. This process has now been rolled out.</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>Cadog home care has a rigorous Quality assurance cycle where feedback is gathered from service users and staff. We conduct Annual Quality Assurance survey this is analysed and feeds into the SIP, Matrix that records when service user telephone reviews/ care plan reviews and Manual handling reviews have taken place. SIP that is updated regularly on individual branch targets. CIW report 08/2023 'There are clear systems in place that monitor the quality of care provided and ensure action is taken to address areas that require improvement.'</p> <p>Meeting mins for SLT , Monitoring phone calls/visits from the RI.</p> <ul style="list-style-type: none"> <li>• In the most recent CIW report Cadog Homecare was praised on the quality of their care plans. One relative commented that 'We are always involved in decisions and our views considered.'</li> <li>• CIW also found that 'We noted that personal plans gave clear comprehensive guidance to care workers on how to care and support was to be provided for the person'.</li> <li>• Care plans are reviewed every 3 months and ECM is maintained that shows when reviews last took place and forecasts when the next review is needed. Care plans are also updated if there is a change in Health/mobility or circumstances. Reviews take place more regularly if a need is identified. We also complete ad hoc reviews these can be face to face or via telephone.</li> <li>• People have commented in recent Quality Assurance surveys and monitoring visits that 'care workers have time for us, and we never feel rushed when they assist me.'</li> <li>• No missed calls this quarter and no meds errors</li> </ul> <p>From these review process we can conclude that people are very happy with the service they receive and we are confident that if . when people do become dissatisfied we have processes in place to ensure that problems are resolved quickly.</p>



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

All staff have completed SOVA training and are up to date on the most recent legislation with regards to safeguarding. All staff have the safeguarding app downloaded to their phones and are aware of who the safeguarding lead is within the company. They also know they can approach the council, police or RI directly if they need to.

Cadog Homecare's safeguarding, modern slavery, whistleblowing and GDPR policies are up to date and in line with current legislation.

During the latest CIW inspection Aug 22 the staff were asked about their understanding of the safeguarding procedure of the company. All staff asked were aware of the correct procedure and said, 'They would go to the manager initially, but would be confident to go to external agencies such as the local safeguarding office/CIW if they thought they needed to.'

Cadog Home care have risk assessments for each client i.e. manual handling risk assessments, environmental risk assessments and medication risk assessments. These risk assessments highlight the risks to people's health and wellbeing as well as the measures in place to minimise the risks. The staff are also aware of their own responsibilities in keeping people safe. If needed additional risk assessments are put in place to minimise risks to all stakeholders. These are reviewed on a three monthly cycle. If needed additional reviews are conducted if there has been a change of need or circumstance that affect the safe delivery of the care plan.

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

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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	single handed care training GDPR
<b>Contractual Arrangements</b>	
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
<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)	1
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 Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</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	0
<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	2
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.	GDPR Single handed care training
<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>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<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	6
No. of posts vacant	0
<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	0
Health & Safety	6
Equality, Diversity & Human Rights	6

Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	n a
Contractual Arrangements	
No. of permanent staff	6
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)	3
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	4
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No