

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:	Cardiff & Vale Caring 4 U Limited	
The provider was registered on:	17/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Caremark Cardiff & The Vale	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/12/2018
	Responsible Individual(s)	Sharanjit Dhaliwal
	Manager(s)	Sharanjit Dhaliwal
	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	We follow a clear recruitment process whereby vetting information is required. We have a member of staff that is responsible for contacting and engaging new candidates in a timely manner. Vacancies were advertised via different platforms; our website, job boards, Facebook, shops and recruitment fairs. To maintain retention staff have a regular point of contact, welfare checks are completed and any issues that may arise are addressed quickly. Opportunities for internal promotion are encouraged.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staff receive ongoing training/development support. We recognise clients needs and staff who support them are given the relevant training to carry out their care. Someone with Motor Neurone (MN) needs specialist assistance. Staff involved will have training on MN, to help them understand the complexities of the condition and teach them how to provide the appropriate care. Staff register with SCW and enrolled onto (HSC) Level 2 course. At supervisions/ Yearly review, we identify any training needs

Service Profile

Service Details

Name of Service	Caremark Cardiff & The Vale
Telephone Number	01446327108
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	105
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.49
The maximum hourly rate payable during the last financial year?	23.75

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There have been consistently high levels for consulting people who use the service through feedback surveys, telephone monitoring and spot checks. Caremark management team and care staff encourage people to give a full and diverse range of views and feedback via calls and emails. Quality assurance visits have been carried out by the management team in the client's home. Individual Care and Support reviews have been carried out whenever there is a change in the client's needs. Every individual client that receives a service from Caremark must have an appropriate number of review meetings each year. And these must be responsive to their needs and any changes in their service has been acted upon at the earliest possible time. We have arranged and invited other external professionals, family members, representatives to discuss the clients care and support. We have attained the clients consent to have these persons present, unless the client does not have mental capacity to make decisions.

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	Drawing, painting and music are used to help people with dementia express themselves. Haptics are also used, i.e a pat on the arm or touch on the shoulder, to show emotional support and concern.

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.

Caremark has systems in place to ensure peoples voices are heard; they have freedom of choice about their care and support , opportunities are made available to them through home reviews, telephone monitoring, care plan reviews and surveys. This engagement evidences if people are happy or if improvements need to be made with the standard of service provided. People are empowered to speak for themselves and contribute to the decisions that affect the support that is being provided to them. Caremark understands autonomy to be the freedom to choose, the right to live an independent life. Caremark does this well as it applies to people that are receiving care and support in their own homes to cover basic choices such as: choice of how they want to be addressed by the care staff and choice of how they want the service to be provided. For e.g their clothes and meal preference.

Caremark ensure consistency of staff and familiarity so people are seeing the same care staff on a regular basis and can build trusting relationships. People's voices are heard as care staff are able to recognise any changes to people's needs. The management team will take prompt action by referring people to external services. Good continuity of care staff enables people to receive care delivered to their preferred way.

By having regular conversations on what matters and encourage feedback on a routine basis so that we can action whenever possible wishes and requests from people.

Eg

A person called to request to cancel one of his/her visits. Whilst the care coordinator was on the phone asked for feedback on how the care was going and find out if he/she was happy with the call time made earlier (following this up from the telephone monitoring the person had requested an earlier call). The person stated being extremely happy with the continuity of carers visiting but also stated "I would love to have a shower." The care coordinator checked the care log and could see that he/she was currently having a body wash at every morning call. The care coordinator said "you are currently having a body wash at each call it is no problem we can do a risk assessment and implement your preference in personal care". During the follow up call regarding the shower call that took place on Sunday, the person reported "I'm over the moon so delighted" it is important people retain control of their life. Caremark listens to people's voices and wishes their feelings are respected with positive outcome achieved.

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.

Caremark work collaboratively with stake holders and professionals as outcomes achieved bring enormous benefits to people and to all the organisations involved. People are supported to have autonomy in their lives and are treated with respect and dignity. People have regular opportunity to speak with care staff, management and are able to discuss any concerns.

Caremark takes a proactive approach and will contact and make referrals to GP's, Occupational Therapists, District Nurses; Social workers, SALT and other multidisciplinary team members to support and maintain the ongoing health and development and overall wellbeing of people in a timely manner.

Caremark have good working relationships that have been established with professionals in Cardiff and The Vale. For e.g., district nurses are contacted when a pressure sores develop, they are kept notified when any further deterioration takes place. When people's health declines the GP is contacted without delay. If there are declining health symptoms care may be transferred to Continuing Health Care, Care or Residential Home. During this interim Caremark will facilitate this transition by increasing frequency of calls and closely monitoring the care.

Caremark also provide respite to family members when requested to, so that they are able to go out. Caremark provides holistic care by giving emotional support to people's loved ones. Care staff will provide companionship and social sits. Caremark recognises the importance of working in partnership with families to promote people's independence.

Caremark have changed call times at short notice to accommodate GP, Optician, Dentist appointments. Family members are always grateful when Caremark have changed sits at short notice to fit in with their social schedule. Caremark also escort people out into the community to the local café, beach to places of their interest.

When care staff observe a decline in a persons appetite they will report it and management will contact the next of kin and GP. GP will assess dietary intake and may prescribe nutritional drinks. Care staff will continue to monitor the health and wellbeing of people at each scheduled care call. This approach ensures continued support to maintain people's ongoing health and development.

Analysis of surveys; home reviews, telephone monitoring, evidence the positive changes the service has made to enhance people's quality of life. We identify and document people's personal outcomes clearly.

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

From the conversations we have had with people they feel safe and well looked after. Caremark has measures in place to minimise the risks to people so that they are protected from harm. Safeguarding, Whistleblowing and Complaints policies are in place. Management have good knowledge and oversight people are always kept up to date on any changes to their care calls and know which care staff is coming to care for them.

We have safe recruitment arrangements in place to ensure staff are rigorously vetted before commencing their role and are safe and fit to work. Care staff have undertaken safeguarding training which is mandatory and are aware of their duties to report issues and concerns to the right professionals promptly. Staff are skilled at recognising when people are at risk of abuse or feel unsafe and they are comfortable and proactive when challenging and reporting unsafe practice.

Management makes appropriate referrals to safeguarding and notifications to CIW. Safeguarding matters are only shared on an "as needs to know" basis. Field Care Supervisors carry out regular spot checks and supervisions with care staff to check their working practices and competency.

Caremark respond to the needs of adults at risk, understand how to establish a positive culture of safeguarding and adherence to the principles of partnership working in promoting prevention and early intervention. Management team log any complaints, comments, incidents and accidents and any action taken is clear and outcomes documented.

People have individual risk assessments where measures are identified to limit their level of risk. People and care staff have access to service user guide, complaints policy and other policies and procedures which explain how to raise a concern that reflect the most recent legislation and guidance. The R.I conducts three monthly visits and gains feedback from people. The R.I records analysis of patterns themes and trends when there are concerns and incidents, this helps us to reflect and explore ways to prevent future occurrences. Where required investigations are conducted which are thorough. There is a consistent approach to safeguarding and matters are dealt with in an open, transparent and objective way.

People who use the service and staff are actively encouraged and empowered to raise concerns and challenge risks to people's safety. There are no recriminations when they do so it is seen as a normal desirable part of day-to-day practice.

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)	48.75
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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	2
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	0
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Medication Practice for Domiciliary Care
Autism
Dementia
Buccal Midazolam
Care Planning
Complaints Handling
Diabetes
Mental Capacity and Dols
Having Difficult Conversations
RIDDOR

Contractual Arrangements

No. of permanent staff	2
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)	2
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	1

Deputy 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	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.	Medication Practice For Domiciliary Care Leadership and Management one day course Having Difficult Conversations one day course Care Planning Manual Handling Train The Trainer Being well Led
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<p>Other supervisory staff</p>	
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	2
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	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.	Medication Practice for Domiciliary Care Documentation and Record Keeping General Data Protection Regulations Prevent Covid 19 Dysphagia Continence Management

Contractual Arrangements

No. of permanent staff	2
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

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	2
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	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.	Medication Practice in Domiciliary Care Stoke awareness Dementia Diabetes Managing Continence Motor Nuurone Disease Oral Care Falls Awareness

Contractual Arrangements

No. of permanent staff	2
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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0

Other 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	51
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	77
Health & Safety	77
Equality, Diversity & Human Rights	77
Manual Handling	68
Safeguarding	77
Dementia	61
Positive Behaviour Management	29
Food Hygiene	77
Please outline any additional training undertaken pertinent to this role which is not outlined above.	AWIF Medication Personal Care End of Life Professional Boundaries Anxiety and Depression Continence Care Preventing UTI's Diabetes Dysphagia Epilepsy Learning Disabilities Documentation and Record Keeping Sepsis Parkinson's Disease Multiple Sclerosis Motor Neurone Disease Eating Disorders Autism Falls Awareness Oral care Stroke Awareness Substance Misuse Basic Life Support

Contractual Arrangements

No. of permanent staff	47
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	4

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)	29
No. of part-time staff (17-34 hours per week)	16
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	27
No. of staff working towards the required/recommended qualification	24
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Coordinator - To ensure all client visits are allocated, to recruit suitable Care & Support Workers and to maintain appropriate office procedures. Principal responsibilities include; answering all incoming telephone enquiries, implementation of thorough recruitment and vetting procedures of all Care & Support Workers. Processing new client referrals, preparing appropriate documentation for Field Care Supervisors and permanent allocation of Care & Support Workers to all client visits and ensuring all visits are always covered. Other responsibilities include administration of all individual Personal Care Plans, maintaining client and Care & Support Worker office files, documentation and ensuring they are kept up to date, maintaining computer systems at all times and to work closely with the Field Care Supervisors. To ensure compliance with all office systems and procedures, assistance with wages and invoice processing and production of reports and management information as required.
Filled and vacant posts	
No. of staff in post	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR training Fire Safety Complaints Handling Wellbeing in the work place Care Co-Ordinator's Responsibilities
Contractual Arrangements	
No. of permanent staff	2
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)	2
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	1
No. of staff working toward required/recommended qualification	1