

# 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 Homecare Services Ltd	
The provider was registered on:	08/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cardiff Homecare Services (Gwent)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/05/2020
	Responsible Individual(s)	Rose-Marie David
	Manager(s)	Sarah Philips
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Cardiff Homecare Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/02/2019
	Responsible Individual(s)	
	Manager(s)	Sarah Philips
	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	The arrangements for the last financial year have been Online training for the care certificate, Manual handling has been conducted in house until January 2023 as our Manual handling trainer has passed away. We are actively looking for a new trainer to reinstate the inhouse training. Staff are to have an appraisal every year conducted by the registered manager, spot check every 6 months or sooner if needed, supervision conducted by a supervisor. there are various courses run by the council.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our Recruitment and retention in the past year has been, the first half of the year an advert that had run on indeed, a private advertising company was used to recruit staff. In the latter part of the year the company was bought by Nobilis and they run an extensive recruitment team with bonus incentives to join and also a rewards and recognition budget every month for either carer of the month or a group activity as in coffee morning and catch up.

## Service Profile

### Service Details

Name of Service	Cardiff Homecare Services
Telephone Number	02920813889
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	73
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	24.02

##### 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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	As a company we have a face book page that has recently been moved to the Nobilis social media team, we are working hard to up date a News letter and we have an up to date website for any of o ur contact information and company details

##### 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>When setting up a new package of care, our supervisors arrange a suitable time/date to meet the service user/family/friend/carer to discuss their package prior to starting the package of care. During this meeting we use the Social Services care plan as a guide to discuss with the individual what and how they would like their care to be delivered. The supervisor will listen to their wants and needs and encourage independence and choice. We would then build a person centred care plan around their choices and what they want from us to support them to achieve their goals.</p> <p>We complete a front sheet for each service user with all their individual details on e.g. name, address, next of kin, gp, pharmacy etc.</p> <p>We also complete a pen picture; this is all about the individual, their interests, family and previous work etc. We find this valuable as we can then support them in any interests they have and try to encourage them to pursue these interests. When looking at their choices/interest etc we support them by taking into consideration their individual capabilities and their Health &amp; Safety.</p> <p>Once we have completed our assessments/care plan/pen picture/ we take the paperwork back to the individual, we go through and check they are happy with it and ask them or family to sign. This information is also added to care planner and birdie.</p> <p>We are always trying to improve our services; we encourage staff to come up with ideas and discuss with them any ideas and how we can implement them to improve and progress. We speak to service users and families and do regular visits so they have a chance to express any concerns or compliments. We listen and action any complaints immediately and always give feedback. If service users or their families/friends wish to contact me, they are given my e-mail and telephone number, this encourages an open link to enable them to speak freely and voice their opinion openly with me directly.</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>Our aim as a company is to maintain an excellent service to all individuals. We believe if we look after our staff, they in turn will look after the service users to the best of their abilities. Our staff are very good on reporting any changes to our service users, whether this is nutritionally/mood or mobility. Our supervisors would visit and liaise with social workers/doctors/family to ensure that the individuals health and wellbeing is maintained. We work closely with multi-disciplinary groups and always take on board advice and implement any suggestions to encourage the best possible outcome for the individual.</p> <p>We are always trying to improve on all areas. Over the past 12 months we have improved on documenting into our care planner system which we use to do our rotas etc and any issues with care workers/service users/compliments complaints. We have also improved on monitoring care workers. The system we use is again through care planner. We have also now introduced a new monitoring system called BIRDIE which we complete on each visit instead of writing in daily logs in services users homes. Using BIRDIE we have the most up to date information the service users and their families can have access to this via an app that we invite them to via email or mobile phone number. The feedback from families have been very positive since starting this and they are very grateful that they can see their calls/who is attending the calls and what is being achieved in each call. It has given the families peace of mind to have this.</p> <p>Supervisors enter supervisions, reviews and training etc onto care planner and this then highlights any alerts the supervisors need for the next due dates.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People who use our service feel safe from abuse and neglect as we have very good safeguarding procedures in place and any signs of abuse and neglect are reported to the relevant professionals immediately. When any of these issues are reported they are dealt with in a timely manner. All staff are trained in safe guarding and can access the information via the Welsh Government Safeguarding app, with our Quality Assurance audits our service users feel safe with the company. We always follow the guidelines and the wishes of the service users about their safety in their own homes.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 5

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
<b>Staff Qualifications</b>	
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
<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
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
<b>Filled and vacant posts</b>	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	5
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)	2

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	5
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?	No
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	Cardiff Homecare Services (Gwent)
Telephone Number	01633481496
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	21
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	19.75
The maximum hourly rate payable during the last financial year?	19.75

##### 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?	As a company we have a face book page that has recently been moved to the Nobilis social media team, we are working hard to up date a News letter and we have an up to date website for any of our contact information and company details.

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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Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>When setting up a new package of care, our supervisors arrange a suitable time/date to meet the service user/family/friend/carer to discuss their package prior to starting the package of care. During this meeting we use the Social Services care plan as a guide to discuss with the individual what and how they would like their care to be delivered. The supervisor will listen to their wants and needs and encourage independence and choice. We would then build a person centred care plan around their choices and what they want from us to support them to achieve their goals.</p> <p>We complete a front sheet for each service user with all their individual details on e.g. name, address, next of kin, GP, pharmacy etc.</p> <p>We also complete a pen picture; this is all about the individual, their interests, family and previous work etc. We find this valuable as we can then support them in any interests they have and try to encourage them to pursue these interests. When looking at their choices/interest etc we support them by taking into consideration their individual capabilities and their Health &amp; Safety.</p> <p>Once we have completed our assessments/care plan/pen picture/ we take the paperwork back to the individual, we go through and check they are happy with it and ask them or family to sign. This information is also added to care planner and birdie.</p> <p>We are always trying to improve our services; we encourage staff to come up with ideas and discuss with them any ideas and how we can implement them to improve and progress. We speak to service users and families and do regular visits so they have a chance to express any concerns or compliments. We listen and action any complaints immediately and always give feedback. If service users or their families/friends wish to contact me, they are given my e-mail and telephone number, this encourages an open link to enable them to speak freely and voice their opinion openly with me directly.</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.

Our aim as a company is to maintain an excellent service to all individuals. We believe if we look after our staff, they in turn will look after the service users to the best of their abilities. Our staff are very good on reporting any changes to our service users, whether this is nutritionally/mood or mobility. Our supervisors would visit and liaise with social workers/doctors/family to ensure that the individuals health and wellbeing is maintained. We work closely with multi-disciplinary groups and always take on board advice and implement any suggestions to encourage the best possible outcome for the individual. We are always trying to improve on all areas. Over the past 12 months we have improved on documenting into our care planner system which we use to do our rotas etc and any issues with care workers/service users/complaints. We have also improved on monitoring care workers. The system we use is again through care planner. We have also now introduced a new monitoring system called BIRDIE which we complete on each visit instead of writing in daily logs in services users homes. Using BIRDIE we have the most up to date information the service users and their families can have access to this via an app that we invite them to via email or mobile phone number. The feedback from families have been very positive since starting this and they are very grateful that they can see their calls/who is attending the calls and what is being achieved in each call. It has given the families peace of mind to have this. Supervisors enter supervisions, reviews and training etc onto care planner and this then highlights any alerts the supervisors need for the next due dates.

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) 14

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
<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 training
<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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</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>	
<p>Filled and vacant posts</p>	
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	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.	

#### 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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1

#### 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?	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	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Training Catheter care Basic first aid

#### Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	12

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
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
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