

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:	CareCo HealthCare Limited	
The provider was registered on:	06/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Careco Healthcare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/06/2018
	Responsible Individual(s)	Adrian Ward
	Manager(s)	Diane Griffith
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	We identify which staff need training using our Training Matrix and Care Planner Software. All staff are registered within 6 Month of starting with Social Care Wales and the All Wales Induction. New starters are started on the QCF Level 2 in Health & Social Care. Staff training is placed on the Carers Rota to allocate time for it. Training and Shadowing call and Supervisions are carried out every 3 months. Office supervisions are caried
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise regularly on social media to attract new staff, attend Job Fairs, use we Care Wales and Dewis Wales to help promote our company. We offer a staff Bonus to existing staff for recommending a new starter. To retain staff we offer a good wages and Milage allowance, shift patterns to suit, with full paid training, and support. CareCo's commitment to staff is to be Part of a team, Supported with Development and Structure, Wellbeing Support.

Service Profile

Service Details

Name of Service	Careco Healthcare Ltd
Telephone Number	01244541007
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?	43
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.73
The maximum hourly rate payable during the last financial year?	22.44

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?	<p>One page profiles are completed for all service users and staff, which explains who is important to the individuals and why. Upon commencing new care packages our initial assessment of each individual Service User generates a specific "needs-related" Person centred support plan. The Care Plan is unique to each Service User and includes religious and social requirements and any background information necessary to fully promote the Service User's chosen way of life.</p> <p>Well-being/achievable outcomes are detailed in all support plans to enable all staff to work towards positive outcomes and empower service users with their daily tasks.</p> <p>Ongoing reviews are held initially 6 weeks by management team this enables service users/family's to discuss support package and amend accordingly to meet the service users' needs and outcomes, there after 3 monthly reviews are held.</p> <p>What's working/what's not working is completed on every review this enables CareCo to respond to changing needs.</p>

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	We use the Eye gaze system. Lip reading. Knowing Facial expressions. Eye blinking. Giving people time to respond by nodding, smiling etc. Writing things down

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>The agency has been established with a quality-orientated approach to the business. A high degree of quality awareness is developed through continuous review of the care service we offer, training of staff, and feedback from Clients.</p> <p>The monitoring of Client satisfaction is considered to be an important indicator as to whether this agency is achieving its objectives of delivering a quality home care service and meeting all of the Client's requirements and outcomes. A 6 week Questionnaire and an Annual Questionnaire are sent out. Returned Questionnaires are collated and comments or actions are followed up by the Responsible Individual.</p> <p>12 months annual reviews are carried out, and these are next due in November / December.</p> <p>The R.I is in the office on a daily basis and is involved in ensuring that the care quality is maintained. The R.I becomes involved when the management request his assistance with any area that are needed.</p> <p>Clients and their relatives are always welcome to discuss with a Senior Care team member or the Care Manager if they have any concerns. All amendments to the care plan will require the authorisation of the Care Manager or Senior Carer; certain amendments may require the authorisation of the Clients GP. All amendments to the Clients Plan are recorded in full.</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>The Care Manager are both actively involved in the management of the agency on a daily basis and are dedicated to providing high quality for our clients and to ensure our care team are well supported in their ongoing health, development and overall wellbeing. The care manager is actively involved in delivering the care we provide and meeting clients on a daily basis. All Care packages are initiated by the care manager to ensure they are to our standard, and our quality review systems ensure these standards are maintained. We have a set of Golden Rules for the staff to follow and observe. These include that</p> <ul style="list-style-type: none"> We are Professional, Caring and Respectful We have a Person Centred approach We believe in Privacy and Dignity for all service users All service users have the right to Civil Rights, Choice and Independence Security for our service users We are focused on promoting Positive Outcomes and Wellbeing <p>Listed below are some of the comments from clients that enabled the company to achieve a Top 20 Care agency in Wales award.</p> <p>"The company provides a team of highly skilled carers who have been hand picked to fit with my mother's care requirements and personality"</p> <p>"Everything is done with respecting my dignity which really is a big thing to me. I couldn't ask for more. I really would be lost without them. I am very grateful and thankful to each one that assisted me."</p> <p>"Everyone is approachable and cheerful and keep Mum fully informed of what is going on with her arrangements. She enjoys their visits and feels very safe. "</p> <p>"From the initial introduction to the company, their services and explanations of how they would attend and support my wife were very clear and one could recognise that the needs of the individual were paramount."</p>

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

CareCo have systems to ensure that staff are fit for employment, suitably trained, and available to undertake the Care packages' by having robust management system and safeguarding systems. Effective recording by staff is audited on a monthly basis which enables management team to identify any concerns regarding safeguarding. CareCo ensures that regular supervisions are fundamental to good practices, this enables all staff to openly discuss any concerns.

The management of this agency delivers a professional Care Service for Adults in the local community, with a personal touch. Giving the opportunity to live independently at home, but to have an individualised package of person-centred support in Welsh or English. Providing a bilingual service by offering equitable status to both languages.

To ensure that care staff are continuously performing to a high standard, the agency operates a supervision programme; all staff meet with their supervisor every three months, a direct observation will be incorporated to observe the well-being worker providing care and support to the Client. The Client will be contacted for their consent prior to the meeting.

Listed below are some of the comments from clients that enabled the company to achieve a Top 20 Care agency in Wales award.

"The company provides a team of highly skilled carers who have been hand picked to fit with my mother's care requirements and personality"

"Everything is done with respecting my dignity which really is a big thing to me. I couldn't ask for more. I really would be lost without them. I am very grateful and thankful to each one that assisted me."

"Everyone is approachable and cheerful and keep Mum fully informed of what is going on with her arrangements. She enjoys their visits and feels very safe. "

"From the initial introduction to the company, their services and explanations of how they would attend and support my wife were very clear and one could recognise that the needs of the individual were paramount."

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)	15
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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
<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.	Bipolar Disorder, Care Planning, Ageing, Communication Effectively, Confidentiality, Continence training, Peg feed Training, Epilepsy, Safeguarding of Vulnerable Adults, Health and Safety, First Aid, Infection Control, Safe Administration of Meds and Train the trainer.
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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	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.	Care Planning, Ageing, Confidentiality, Continence training, Peg feed Training, Epilepsy, Safeguarding of Vulnerable Adults, Health and Safety, First Aid, Infection Control, Safe Administration of Meds and Tr in the trainer.
<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>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior 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	1
No. of posts vacant	1
<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.	Care Planning, Ageing, Confidentiality, Peg feed Training, Epilepsy, Safeguarding of Vulnerable Adults, Health and Safety, First Aid, Infection Control, Safe Administration of Meds.
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	1
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
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Support Worker - A care worker supports vulnerable people to manage their daily activities and to achieve positive outcomes.

Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	15
<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	6
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Ageing, Peg feed Training, Epilepsy, Safeguarding of Vulnerable Adults, Health and Safety, First Aid, Infection Control, Safe Administration of Meds.
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	15
Staff Qualifications	
No. of staff who have the required qualification	13
No. of staff working toward required/recommended qualification	2