

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:	Cared care limited	
The provider was registered on:	13/07/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cared care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/07/2020
	Responsible Individual(s)	Kimberley Yeates
	Manager(s)	Kelly Holloway
	Partnership Area	West Glamorgan
	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	Both managers meet weekly to discuss planning, staff are met with 8 weeks for team meetings and supervision 12 weekly unless required before. Training is all completed via social care TV and independent agency for MH, this is monitored and refreshed when needed.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are always recruiting via indeed and other paid support also social media and leaflets.

Service Profile

Service Details

Name of Service	Cared care Limited
Telephone Number	07824696880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	30
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	10.00

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?	Face to face assessments with service user also including and family or advocate who wishes to be present, to discuss personal care plan, care needs and personal centered plans. Reviews will take place weekly for the first 4 weeks to ensure the plans are correct and working for each individual and the 12 weekly after that unless required before. RI and Manager are both very present out in the community.

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	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 guidance 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>	
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.	RI or registered manager will visit service user and family or advocate or anyone who needs to present, we will discuss care needs, likes and dislikes and write a person centered care plan for each individual. We will then discuss the content of the plan to ensure all are happy with plans. we then monitor weekly for 4 weeks with weekly reviews to ensure all is working well. We will then go to 12 weekly reviews unless required before.
The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.	We do regular reviews to discuss care plans and needs to ensure that everything is working well. RI and RM are very present out in the community, service users and families know both and are always contactable to discuss needs or face to face visits. Good communication with staff if they have any concerns over any service users plans.

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

RI and RM very present out in the community and service users have said they feel very comfortable to contact us with any issues or concerns, regular unannounced spot checks are done in the community and frequent contact is maintained. Good communication with all staff members and good communication is always maintained with service users, their advocates if required and staff.
Services users files have service user guide, statement of purpose and complaints procedure in them which are left in service users home, this is all explained at assessment and shown to everyone on delivery of file.

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) 3

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 10

No. of posts vacant 5

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 6

Health & Safety 14

Equality, Diversity & Human Rights 14

Manual Handling 14

Safeguarding 14

Dementia 14

Positive Behaviour Management 14

Food Hygiene 14

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

Contractual Arrangements	
No. of permanent staff	10
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	10
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	7
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?	No
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?	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	10
No. of posts vacant	5
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	4
Health & Safety	14
Equality, Diversity & Human Rights	14

Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First aid fire safety
Contractual Arrangements	
No. of permanent staff	10
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	10
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	4
Staff Qualifications	
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	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No