

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:	Cariad Care Group LTD	
The provider was registered on:	02/11/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cariad Care Group	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	02/11/2022
	Responsible Individual(s)	Gillian Caseres
	Manager(s)	Deborah Hill
	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	All staff have completed a full three-day in-house credited induction which included face to face manual handling training provided by Valley Training Consultancy. This training is based on All Wales Induction Framework. All staff also have access to online training with Access Online Training where they have over 60 relevant courses for Health and Social Care staff. 10 Staff members also undertook PEG feeding training by 'Abbotts', to enable them to deliver PEG Feeding/Medication.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Since we've established our organisation in December 2022, we have invited 47 people for interview and have successfully recruited 30 applicants. When undertaking recruitment we undertake all compliance checks, including Full Enhanced Disclosure DBS, two references, full employment history and face to face interview. We are currently advertising for a Care Co-ordinator.

Service Profile

Service Details

Name of Service	Cariad Care Group
Telephone Number	07851816153
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 Polish Urdu

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	49
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	25

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?	<p>Since December 20222, the Responsible Individual has undertaken reviews with Services Users and their families. The Registered Manager has also visited Service Users if there have been any issues or needs to be addressed. We have also undertaken a 3 month Survey Monkey online survey which was sent to Service Users and their families which we received a very positive response from stating that many people thought our service was 'Excellent' or 'Very Good'. All people are offered a compliments and complaints form with their initial pack when starting with us.</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	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>We involve the service user in their care, from their initial assessment and to regular care planning reviews, always considering their wellbeing.</p> <p>On initial assessment the Registered Manager or Responsible Individual visit or telephone the people we support within the first four weeks of the start of service. Thereafter, the Responsible Individual will select a differing range of service users to visit every three months to ensure that they are receiving the care they'd expect. This gives people the opportunity to air their views and share experiences with the organisation regarding the quality of our service.</p> <p>The people we support are given a quality questionnaire to record their views and experiences as part of our quality assurance program which will be reviewed by the Responsible Individual and this will be reflected in the RI quarterly report.</p> <p>The Management and staff of Cariad Care Group are committed to providing and maintaining the highest standards possible in all aspects of care and service provided for our service users, and we recognise it is the individual right of each service user to express their views about the service they receive from the agency. Cariad Care Group a comprehensive and transparent Complaints Procedure is based on the model used for making complaints about public services in Wales. Each service user is provided with this procedure and form before the commencement of the service.</p> <p>Regular survey's of service users views and, where appropriate, their relatives or representatives, and other stakeholders to obtain their views and opinions on the service with the results made available to all concerned; we undertook a recent survey via Survey Monkey in April 2023 and the response was overwhelmingly positive. Cariad Care Group will ensure that when the need arises for the use of a language other than English, plans will be made to bring in staff that speaks the required language. This may mean working with other organisations to get the right language speaker.</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>Cariad Care Group focuses on delivering outcome-based support to people, to help them understand and achieve their personal outcomes. We focus on people's strengths, knowledge and skills and use these to help people stay healthy and promote their wellbeing. Cariad Care Group staff encourage our service users to be as independent as possible. Where they can do things for themselves, they are encouraged to do so. Our staff engage the service users in conversations and listen to them, and as much as possible encourage them to share their worries. We aim to ensure that the care provision is quality driven with person centred care the heart of our service. We consistently strive to respect the individuality of the person, promote their independence, deliver our care with dignity, respect, and personal choice, whilst considering the person's lifestyle, customs, cultures, and values. We focus on delivering support to enable them to live a life that has value and meaning to them, whilst always remembering the people we support want to do the things that matter most to them, in their own way. For those service users who can participate social activities, carers encourage and support them to be as involved as much as possible. Service users are also encouraged and supported in accessing education or reading materials. Cariad Care Group staff work with and around the service user's needs. Care Plans are tailored to suit the service user needs and are created with their input at every step of the way, we recognise people are experts in their own lives. When someone is referred to us from adult social services/health service, we study the existing assessments of need and the circumstances in which those needs have arisen. If the type of home care that we provide will address the assessed needs, we will proceed to assess how we can respond to the assessment that has been made (provider assessment) and develop a suitable service delivery plan with the agencies already involved. It is of vital importance that the individual supported leads the process of planning and designing their own support plan as they are best placed to tell you what's important to them. As their ongoing needs change we will adapt the support and liaise with their organisation in the delivery of care such as; OT's Districts Nurses, SALT Team etc. We always work in collaboration with other specialist organisations to offer a holistic approach that will support peoples ever changing needs and wishes.</p>

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

Our organisation is committed to safeguarding our service users. We have a designated safeguarding lead (Registered Manager) who is responsible for safeguarding, and we ensure that the designated safeguarding lead has had suitable safeguarding training and has the right knowledge and skills to ensure the protection and safety of our service users. Cariad Care Group follows closely local safeguarding board strategies and policies and has our own comprehensive Safeguarding Policy in place. We require our staff to report and record any accident or mistake no matter how minor so that all possible steps can be taken to prevent and avoid such incidents from happening again. We recognise that our role as a service provider is key to promoting good practice (and therefore preventing harm) or allowing harm to take place. Safe recruitment practices, effective supervision, focused training and direct observation of staff practice are all critical elements that contribute to the prevention of harm. We also have a responsibility to work in partnership with commissioners to ensure that, when things do go wrong, we both report it and, if appropriate, seek help to put matters right without delay. When a suspected incident of abuse is reported to Cariad Care Group, a SA1 form is completed by the agency and provided to the local Protection of Vulnerable Adult Team; in some cases, the involvement of the police may be required. This organisation adheres to the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Part 7 of the Social Services and Well-being Act (Wales) 2014 by implementing processes and procedures to prevent service users from being abused by staff or other people they may have contact with when using the service. This includes safeguarding service users from any form of abuse or improper treatment while receiving care and treatment. Improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005. Within this quarter we have reported one safeguarding incident to the local safeguarding board, to which we were praised on our efficiency and action by the Local Safeguarding Team.

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)	22
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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	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.	1 PEG Feed 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 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
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Other supervisory staff

Does your service structure include roles of this type?	No
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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	19
No. of posts vacant	8

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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Manual Handling	22
Safeguarding	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	10 staff undertook PEG Feed Training

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	1
No. of Non-guaranteed hours contract (zero hours) staff	22

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	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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