

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 Domiciliary Support Services LTD	
The provider was registered on:	12/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cariad Domiciliary Support Services LTD	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	12/11/2018
	Responsible Individual(s)	Kari Bailey
	Manager(s)	Rachel George
	Partnership Area	Gwent
	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	<p>All employees are given the opportunity to increase their skills to use them effectively in the workplace. Reviewed at individual supervision</p> <p>Training Matrices are completed and maintained for each of the five establishments and their staff team. This is audited by the R.M. They will ensure that members of the staff team undertake both certificated eLearning with Care Skills Academy. in-house training and also face to face training as required for each job role depending on service user need.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>The R.M. is responsible for arranging vacancies to be advertised including recruitment criteria, job specification and job description. We currently use INDEED for employers. social media and word of mouth. C.Vs are received and reviewed. Interviews are arranged to include service users and managers. Staff are selected on suitability.</p> <p>Retention requires quality induction, regular performance review, praise and feedback, support of colleagues and good terms and conditions of employment.</p>

Service Profile

Service Details

Name of Service	Cariad Domiciliary Support Services LTD
Telephone Number	01495740700
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?	17
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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?	19

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	3
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?	Questionnaires were given to service users with capacity to complete them. Service users received support where needed to complete these forms. Questionnaires sent are pictorial and user friendly. Families or representatives are also given separate questionnaires requesting comments which could improve the service. Service Delivery plans are reviewed and any changes are discussed with the service user and or the family members or representatives of the individuals in our care.

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)	Yes
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>Individuals in our care and their representatives or family have the opportunity to take part in planning their person-centred plans of care and also any changes that are identified. These are reviewed monthly by managers and individuals empowered to have their voices heard.</p> <p>Bi-annual questionnaires are given to service users to complete expressing their wishes and they may be supported by members of the staff team if this is required.</p> <p>Voices of individuals to improve our service provision are welcomed. Their involvement encourages developing skills and opportunities to make a positive contribution with their lives within the community in which they live.</p> <p>Individuals feel empowered and valued while increasing self esteem, confidence and life satisfaction.</p> <p>Staff must give individuals the time and space to talk freely and in their individual means of respectful communication.</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>Each individual has their own ongoing health needs that must be met. Covid 19 has dominated health needs over the past 2 years and all service users have received all required vaccinations and boosters. Service users also have the opportunity to receive influenza vaccinations.</p> <p>All service users are registered with General Practitioners in their locality and are able to access these regularly</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Social Services and Well Being Act 2014 Part 7 relating to Safeguarding</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>48</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>
	<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>	
<p>Induction</p>	<p>1</p>	

Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Professional Boundaries Well-being Complaints Risk Assessments Supervisions and Appraisals
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	2
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
Other supervisory staff	
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	4
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	4
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	4
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Administration Infection Control Fire Safety Behaviours that Challenge Duty of Care Person Centred Care Professional Boundaries Supervisions and Appraisals Risk Assessments
Contractual Arrangements	
No. of permanent staff	4
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)	1
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	4
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
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	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	0
Manual Handling	1
Safeguarding	5
Dementia	0
Positive Behaviour Management	3
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid Infection Control Medication Administration Fire Safety Epilepsy Awareness Mental Capacity Act DOLs Learning Disabilities Duty Care Person Centred Care Nutrition and Diet Supervisions and Appraisals
Contractual Arrangements	
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)	5
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	5
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
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	54
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	15
Health & Safety	44
Equality, Diversity & Human Rights	0
Manual Handling	13
Safeguarding	45
Dementia	0
Positive Behaviour Management	25
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication and Administration Infection Control Fire Safety Epilepsy Awareness Mental Capacity Act DOLs Communication Skills Learning Disabilities Duty of Care Person Centred Care Nutrition and Diet Buccal Midazolam Observations
Contractual Arrangements	
No. of permanent staff	54
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)	28
No. of part-time staff (17-34 hours per week)	22
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	6
No. of staff working towards the required/recommended qualification	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No