

# 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:	Cerecare nursing and domiciliary services ltd.	
The provider was registered on:	28/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cerecare Nursing and Domiciliary Services Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/08/2019
	Responsible Individual(s)	Marianne Deacon
	Manager(s)	
	Partnership Area	West 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	<p>Cerecare provide training to all members of staff, that incorporate s, all new and Existing staff.</p> <p>New staff members All new staff members attend a 3 day induction in line with the All Wales Induction framework. staff are then registered with social care Wales, and then proceed to completing their QCF qualifications.</p> <p>Existing staff attend regular refresher training annually so compliance and competency is kept up to date. existing staff also complete QCF qualifications.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>cerecare use various agencies to recruit staff, including social media based recruitment, we have a social media page designated to staff recruitment. We also attend Job fairs, and local job centres to recruit staff. over 60% of recruitment is conducted by word of mouth from existing staff.</p> <p>retention of staff is completed through enhanced pay, incentives e.g extra holiday for birthday, seasonal gifts, open door policy and Mental health first aid support.</p>

## Service Profile

### Service Details

Name of Service	Cerecare Nursing and Domiciliary Services Ltd
Telephone Number	01570423342
What is/are the main language(s) through which your service is provided?	Welsh Medium and 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?	70
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### Fees Charged

The minimum hourly rate payable during the last financial year?	22.69
The maximum hourly rate payable during the last financial year?	30.00

### 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?	cerecare is in constant contact with our individuals. all our individuals receive regular reviews and updates to their care plan. these visits are carried out by senior staff members including the Registered Manager. the Responsible individual also visits the individuals every 3 months to gain the views of individuals who we provide care for, in order for us to find out if the service is meeting the needs of the individuals in our care.our care staff also provide any updates to the service to the individuals on a weekly basis.

### 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>At Cerecare, we have Governance and systems in place which will assist us in providing a quality assured domiciliary care service. This includes a statement of purpose which outlines the requirements of Cerecare to follow and adapt to provide a service that is holistic, person centred, and professional. Under the Governance the following apply The Responsible Individual will meet with the individuals or (their representative) from Hywell Dda, who use our service, every 3 months to find out what they feel about our service and how we can improve. Every 3 months, a report will be provided to your Local Authority department providing information on all our audits of the service. This will include information on what we do well and areas we need to work on and information in relation to the business, staffing, and all other areas. We will provide a clear transparent service, with an ongoing emphasis on improvement. An annual quality assurance report will be sent to all relevant parties, based on the 3 monthly reports and any issues that are brought to our attention. It will have a plan attached so that we as an organisation can work on them to improve our service. Under the duty of candour, the company will be open, transparent, and honest in responding to complaints about the service or any other concerns you may have. We will also provide as much support as possible to resolve any issues that you may have with the service. At Cerecare we provide individual feedback forms to gain feedback from individuals randomly selected by the Responsible individual, who visits everyone with a view to gaining how the service is provided, is it satisfactory, does it meet the individual's needs, and is it fit for purpose. There were no negative comments to myself when conducting visits. Cerecare always respects the rights of individuals to have a voice in their care we deliver and we constantly gain the views of the individuals, to make sure the service they receive will always meet their needs and wishes.</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>A big focus with Cerecare, is the individuals are consulted in every aspect of their care plan and have as much input into the way they receive their care from us. We feel that this is one way we can give them the care they deserve and will provide them with the means to maintain their independence and overall wellbeing for the duration of the service they need. Staff are also trained in Person centred care, during their induction training. With in this training they learn that care will be delivered to each individual on an individual basis, they understand that promoting independence can lead to maintaining the wellbeing of the individuals we provide care for. As a service provider we also offer the means for each client to have social calls such as shopping or visiting day centres, or hospital or doctors' appointments. We feel that this will also play a part in their well-being, by them being able to maintain a certain amount of independence, which they had before, they needed the care they currently receive. Care staff will always promote independence in the home and when conducting social calls, by letting each individual completing tasks that they can do for themselves without any intervention from ourselves.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>At Cerecare we regularly meet with our individuals, and conduct 3 monthly surveys which is designed to get feedback from individuals on how the service is performing and very much focusing on the safeguarding of our individuals, and do they feel secure and safe when our care staff are in attendance. The overwhelming response to this is that the individuals feel safe, they have trust in the care staff and we have not had any issues in the past with individuals' safety. To protect the individuals from abuse, we have a robust recruitment process in place to protect individuals from harm and abuse. Through our recruitment and onboarding we make sure that all staff are DBS checked, staff are not allowed to commence work or have any contact with individuals until, their DBS check is complete. In addition to this staff receive all the Mandatory training, including safeguarding. Where the emphasis is put on signs and indicators of abuse, and the reporting and recording of Abuse. Staff also receive safeguarding refresher training annually to keep them up to date with any changes. We also have in place a whistleblowing policy, which we encourage staff to use should they suspect any safeguarding issues that they may see regarding other members of staff, committing any abuse or neglect of our individuals. Under the care act 2014 our staff are also required to register with social care Wales. This is currently being carried out via a principles and values route, which is section one of all Wales Induction Framework. This is a further safeguarding measure to make sure staff know their requirements under the framework, and will benefit the clients in relation to safeguarding them from harm or abuse as the principles and values focuses on this as well as the main values needed to provide a person centred service.</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) 23

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
	<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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	None	
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	23
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	10
Health & Safety	10
Equality, Diversity & Human Rights	3
Manual Handling	10
Safeguarding	10
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	none

### Contractual Arrangements

No. of permanent staff	23
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	23

### 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)	10
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	3

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	22
No. of staff working towards the required/recommended qualification	1

### Other types of staff

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