

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:	charmaine brett	
The provider was registered on:	19/11/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Celtic Care Monmouth Domiciliary	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/11/2020
	Responsible Individual(s)	Charmaine Brett
	Manager(s)	Charmaine Brett
	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	we have a training matrix in place for all training completed and needed, which is regularly reviewed and updated, We review performance regularly through supervisions, appraisals, personal development plans, monitoring, work based learning such as shadowing and mentoring, home learning such as e training, Formal learning such as QCF.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We recruit locally within the community, as staff are more likely to want to work locally so that they do not have far to travel, we select staff based on their values and attributes such as kindness, compassion, reliability, experience of working within the field of health and social care or life experience of caring for someone. We recruit staff who have a willingness to learn. We offer flexible working conditions to suit the applicants needs. We promote a positive working environment.

Service Profile

Service Details

Name of Service	Celtic Care Monmouth Domiciliary
Telephone Number	07928668868
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?	30
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.00
The maximum hourly rate payable during the last financial year?	23.50

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	All clients are issued with a Statement of Purpose and Service user guide. In addition, surveys were handed out to all clients for them to complete and return, moreover the manager liaised with family and clients to see if they were happy with their care and if there was anything they felt could be improved.

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>Celtic Care Monmouth incorporates mandatory policies to support the planning of care with every service user. Our policies and procedures are incorporated into each individual care plan. Policies will be reviewed and updated on a regular basis or when there are any Government changes.</p> <p>Celtic Care Monmouth treats each service user with dignity and respect, we ensure the service users preferred language is asked for and acted upon as we believe in providing a service which is service user centered, where the service user is in control and fully understands the service we are offering them. A full assessment of the service user's needs is carried out by the manager and a package of care is drawn up in order that they may live as independently as possible.</p> <p>Care plans are devised with the involvement of the service user, the service user's family or service user's representative. Care plans are client led. Giving the service user the opportunity to make their wishes and feelings known and discuss together any decisions to be made. We recognize that every service user has the right to make their decisions based on their own preferences, rights and wishes; unless it can be established that the person does not have the capacity, then decisions must be made in the best interest of the service user. If circumstances should change the care plan is updated to accommodate such changes. All discussions regarding change of needs will involve the service user their family or the service users representative.</p> <p>A service user will be introduced to two main carers' before commencement of care. If the service user or the service user family feel they will not be suited, they have the choice of other carers who they may feel they are more suited to.</p> <p>We pride ourselves on listening to all service users and their family, if a call time was suited earlier or later we will change this to a different time. If a service user prefers female only carers' then we provide this. We will not make a decision for a service user they have a right to choice and we respect their views and opinions and uphold them.</p> <p>Service users can complete questionnaires to give their views on how they feel about the service we provide</p> <p>If a service user or their family wish to make a complaint, we have arrangements in place for them to do this. Each service user is provided with our complaints policy, which has important contact details, if they wish to make a complaint to an outside agency.</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>During assessment all service users have a health and safety risk assessment on first meeting. The service user's needs are assessed to ensure they are provided with everything to assist with their well-being such as liaising with relevant health professionals in order to provide special equipment for their home, which will enable them to live as independently as possible. Likewise we liaise with the local GPs and frequently request a medication review or have GPs call out to assess health problems. We ensure the service users' needs are met in order that their quality of life improves.</p> <p>We discuss with the service user health promotion so they feel involved in their care i.e. the importance of good nutrition, extra fluids and application of creams in order to aid skin integrity. Personal hygiene and good hand hygiene are encouraged.</p> <p>Staff are trained in health and safety, safe administering of medication and infection control. All staff must utilise personal Protection Equipment (PPE) provided and carry out their duties in accordance with their training and good practice.</p> <p>We regularly review the service users careplans and gain feedback from the service user and their family to ensure they remain happy and supported to maintain their ongoing health, development and overall wellbeing.</p>

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

We will ensure that all Employees understand the role they play in safeguarding their Service Users. They will report to and as necessary engage the support of relevant external agencies.

We implement stringent recruitment procedures, we check job applicants' details against the official register of individuals who are deemed to be unsuitable to work with adults in need of care and support, The Disclosure and Barring Service (DBS) before they are accepted as part of the work force.

Staff are trained in safeguarding, training enables staff to recognise and understand abuse, prevent abuse, to respond appropriately to allegations, suspicions or incidences of abuse, and to make the necessary reports to management and where appropriate to external agencies. All staff have an ethical and professional duty of care to act if they witness abuse, suspect abuse, receive information about abuse or are concerned about the care and treatment of an individual.

We have both the Safeguarding Adults at Risk policy and the Whistleblowing policy in place.

We operate a disciplinary system which will enable us to make appropriate arrangements for the suspension of an Employee who is accused or suspected of abuse.

We recognise, that protection of an adult in need of care is paramount and that it is vital that where abuse does occur it is identified and reported.

We also recognise that all Employees, whether paid or unpaid should understand the nature of abuse, have the ability to spot individuals who may be at risk of harm and work to prevent it. All staff will receive continual training, which will encourage them to be aware of abuse and enable them to recognise the various ways in which a Service User can be abused. In addition, all employees will be armed with the knowledge of how to report abuse and who to inform if they have any suspicions or concerns.

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)	1
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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	1

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.	Medicine management Equality Diversity and Human rights Infection control

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?	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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication management infection control equality Diversity and Human rights
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 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?	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	6
No. of posts vacant	1

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	5
Equality, Diversity & Human Rights	2
Manual Handling	4
Safeguarding	8
Dementia	4
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medicine management 7 infection control 7

Contractual Arrangements

No. of permanent staff	2
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	8

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)	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	3
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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