

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:	Cherish Cymru LTD	
The provider was registered on:	22/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cherish Cymru	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/03/2019
	Responsible Individual(s)	Robin Kiff
	Manager(s)	Robin Kiff
	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	Regular training carried out (refresher training) - we use local provider and online training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	It has been an extremely difficult time re the recruitment of staff - it has been a juggling act to keep on top of it We have increased staff hourly rate and also increased the mileage allowance

Service Profile

Service Details

Name of Service	Cherish Cymru
Telephone Number	01446772904
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	65
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Fees Charged

The minimum hourly rate payable during the last financial year?	10
The maximum hourly rate payable during the last financial year?	13

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?	Regular reviews carried out , active consultations following feedback form carers

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

<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>	
<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>Regular reviews are carried out to determine whether or not the provision of care still meets the needs of the individual- This is done at the property or via the phone - it sometimes follows feedback from carers or families but these are carried out quarterly - The manager and/ or senior staff are on hand to initially discuss the possible changes needed and to see whether or not staffing levels / timings are practical for Cherish to implement the changes - Staff communication is constant so that the individuals do feel that their voices are heard.</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>The levels of support given to individuals varies on their needs as set out in their care plan but the overall picture is that Cherish provides high quality care to the individuals and have received many compliments confirming this and as a result have a good working relationship with professionals in the field and also the family members as they feel confident with the care being provided .</p> <p>Cherish feel that continuity is key to establishing the relationship and maintaining it throughout the provision that they provide. The flexibility offered by Cherish especially under the new Your choice scheme has made a positive impact in a number of cases , usually when hospital visits are needed.</p>

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

Cherish staff are trained in safeguarding and follow the companies safeguarding policy - The manager feels strongly re safeguarding and acts swiftly and robustly if there were any safeguarding concerns.
 Staff are DBS checked at the beginning of employment and then periodically 3 years. Staff wear company uniform and turn up on time identifying themselves on entry when providing the care. The individual receives a client rota so that they know who is coming and what care will be provided.
 The individual knows the procedure of how to raise a complaint or a grievance knowing that the manager will be proactive in looking into the concern as quickly as possible.
 Staff are under no illusion that reporting such matters even if not sure will be dealt with swiftly

Regular spot checks are carried out to ensure that the standards do not fall below what is expected

Manager has put an individual with Dementia on the TPS as he had an issue with cold calling and on several occasions has contacted the GP when the individual or family member did not give consent but felt that it was in their best interest (vindicated recently as individual had a cracked hip)

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) 28

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	0
	Health & Safety	1
	Equality, Diversity & Human Rights	0

Manual Handling	1
Safeguarding	11
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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	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	1
Health & Safety	5
Equality, Diversity & Human Rights	0
Manual Handling	5

Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Refresher training as normal during this period x2 members of staff are beginning level 4 into management level 5 soon
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	2
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
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	11
No. of posts vacant	2
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	2
Health & Safety	11
Equality, Diversity & Human Rights	0
Manual Handling	11
Safeguarding	11
Dementia	11
Positive Behaviour Management	0
Food Hygiene	11

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Normal refresher training plus wound care , Diabetes, care planning ,
Contractual Arrangements	
No. of permanent staff	11
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	11
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)	5
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	11
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	17
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	17
Equality, Diversity & Human Rights	0
Manual Handling	17
Safeguarding	17
Dementia	17
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	normal refresher training
Contractual Arrangements	
No. of permanent staff	17

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	17
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)	5
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	5
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No