

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:	Churchfields Home Care Limited	
The provider was registered on:	07/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Churchfields Home Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/08/2018
	Responsible Individual(s)	Heidi Thomas
	Manager(s)	Sarah Bryan
	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	Care trainer employed to monitor training needs of all staff according to the company required skills matrix. Online training used via Care Skills Academy and Social Care TV both approved accredited training providers, along with CCE Training who deliver some training courses via Microsoft teams. Manual Handling Passport training delivered in house by Care trainer who has been trained in the delivery of said passport by our Local Authority
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Vacancies have been advertised using Indeed website, our own website, Social Media Facebook page and we held 2 recruitment open days at our office. Competitive rates of pay, travel time & mileage paid. Any suitable applicants were invited for interview. Successful applicants were then vetted using DBS check and 3 references prior to receiving induction training, both online, face to face and shadowing with Senior staff. All leavers were asked for reason for leaving upon receipt of resignation.

Service Profile

Service Details

Name of Service	Churchfields Home Care
Telephone Number	01446405175
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We offer all documentation in Welsh Language upon request.

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?	17.03
The maximum hourly rate payable during the last financial year?	20.00

Complaints

What was the total number of formal complaints made during the last financial year?	8
Number of active complaints outstanding	0
Number of complaints upheld	5
Number of complaints partially upheld	0
Number of complaints not upheld	3
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We carried out telephone reviews with service users during the Covid 19 period to maintain the social distancing restrictions. We carried out some face to face reviews when concerns raised. We issued quality questionnaires to all service users and analysed responses to enable us to look at possible improvements in service provision. We also used Homecare UK website and send review cards to service users for completion which are then analysed independently and published on their website. These were sent to existing service users and also to previous service users, the purpose of which was to establish if there were areas that they felt were lacking in our service that contributed to the termination of provision. Local Authority also carried out occasional reviews with service users and we supported these by providing information about calls carried out during the period being reviewed and raising any concerns we had regarding wellbeing and safety of individuals

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	Yes
List 'Other' forms of non-verbal communication used	some services users have note books, wipe boards for carers to communicate if hard of hearing

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>All service users (and or including their representative, advocate family members) are involved and consulted at an initial assessment of need meeting, prior to commencement of care. This encourages the individual to have active participation, enabling them to be heard and relay their needs, wishes and preferences in relation to their package of care.</p> <p>The ethos of Churchfields Homecare is to provide the required level of support to the individual to enable them to remain as safe, as independent as possible, retain dignity and privacy; and to enable positive outcomes to be achieved. Service provision is regularly reviewed with the individual to ensure that needs are met and that any changes in needs, wishes, preferences are accommodated, and appropriate actions taken to facilitate required changes. Individuals are given opportunities to provide feedback on quality of care by way of telephone reviews, face to face reviews, quality questionnaires: and encouraged to actively communicate with carers, office, Local Authority or CIW of any concerns they have.</p> <p>Any complaints received are acknowledged within 48 hours, investigated accordingly and outcomes delivered to individual as timely as possible.</p> <p>Our Quality-of-Care Review 2022/2023, conducted by way of questionnaires completed by service users; returned results of 86% satisfaction that opinions and preferences were reflected in care provision. Also 92% satisfaction that individuals feel that their views, and privacy are respected.</p> <p>Face to face reviews were limited during this financial year due to Social Distancing restrictions due to Covid 19 guidelines, we are now working towards more frequent reviews by involving Senior carers in the process.</p> <p>Complaints received were investigated, actioned where necessary and outcomes communicated to individuals in line with company policy.</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>Our Quality-of-Care Review 2022/2023, conducted by way of questionnaires completed by service users; returned results of 86% satisfaction that opinions and preferences were reflected in care provision. Also 92% satisfaction that individuals feel that their views, and privacy are respected.</p> <p>When asked if individuals felt that the service provided support for them to maintain their ongoing health and improve wellbeing, a 90% satisfaction result was recorded. We also received a good number of responses from the independent Homecare UK reviews where individuals commented on the positive effect that carers have had on their quality of life. Some comments that 'they could not manage without them.'</p> <p>Since the social distancing restrictions have been eased in the last few months, we have been able to provide more social calls, enabling individuals to interact socially within the community; by attending day centres, visiting local shops, cafes etc., Individuals have welcomed the opportunity to leave their homes, feeling safe and supported to engage in previously restricted activities. We have supported a number of individuals in gaining an increase in their Local Authority funded care provision to enable them to have social visits when they have felt isolated and lonely. Carers have reported on the improvement in mood of the said individual since the increase has been implemented.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>As part of our duty of care to Individuals and staff their protection and safeguarding is at the core of all we deliver. From time-to-time incidents occur which need to be placed in a safeguarding context. When this happens CHURCHFIELDS HOME CARE LIMITED work with multi agency partners, Individuals and staff in any investigation which needs to take place. We are aware of how distressing such an investigation can be and we, through support and assistance seek to minimise any such distress whilst fulfilling our duty of care and legal obligations.</p> <p>Individuals are aware that all staff are vetted during recruitment process and at required intervals by completing DBS checks. Clients are encouraged to disclose any concerns they have and carers are trained to be vigilant to any signs of neglect or abuse and follow the correct procedure to report and support any individual deemed at risk.</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) 10

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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Delivering what matter in Care Seminar Complaints handling Information governance Wellbeing in the workplace GDPR Appraisal
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?	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

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.	Train the Trainer Manual Handling Wellbeing in the Workplace AWIF refresher workshops

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
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	6
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	2
Health & Safety	4
Equality, Diversity & Human Rights	2
Manual Handling	4
Safeguarding	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter Care Diabetes Awareness GDPR First Aid at work Infection Control Mental Capacity Act Duty of Care
Contractual Arrangements	
No. of permanent staff	6
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	3
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)	3
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	6
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	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	18
Health & Safety	18
Equality, Diversity & Human Rights	18
Manual Handling	18
Safeguarding	18
Dementia	18
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter Care Dignity In Care Lone Working GDPR Mental Capacity Act Safeguarding Children First Aid Wellbeing at Work
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	19
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)	4
No. of part-time staff (17-34 hours per week)	12

No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	20
No. of staff working towards the required/recommended qualification	3
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Administrator - Assists with Recruitment & Selection , Health & Safety management of office and general administrative tasks
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	0
Manual Handling	1
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Wellbeing in Workplace Risk Assessment Managing Conflict Absence Management
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	1

No. of staff working toward required/recommended qualification	0