

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:	Coastal Homecare Ltd	
The provider was registered on:	23/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Coastal Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/11/2018
	Responsible Individual(s)	Robin Owen
	Manager(s)	Karen Owen
	Partnership Area	North 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>To identify training needs of each staff member we carry out regular performance reviews, supervisions and keep individual training diaries. Any additional requirements identified are met accordingly through on going sessions</p> <p>In planning Coastal Homecare's training in depth lesson plans are created and followed</p> <p>To meet training needs of the staff we require each staff member to complete a pre course questionnaire to identify any adaptations need to be made</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Coastal homecare advertise vacant posts through Indeed & social media platforms. We also work closely with PACE. We have recently acquired our sponsorship licence.</p> <p>We offer higher learning opportunities and progression within the company.</p> <p>We offer flexible shift patterns, enhanced pay for weekend work and Bank holidays</p> <p>We have an open office policy and encourage staff communication</p> <p>Reimbursed DBS (after successfully completing induction & probationary period)</p>

Service Profile

Service Details

Name of Service	Coastal Homecare Ltd
Telephone Number	01745859474

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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	34
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.07
The maximum hourly rate payable during the last financial year?	25.57

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?	QA questionnaires, contact by telephone, spot checks

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>	
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.	In reviewing our latest QA Report and also, the response from citizens to the feedback questionnaires that they have completed, I am satisfied we are promoting them to live their lives as independently as possible, ensuring they have choice and control.
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.	In reviewing some service delivery plans, I am confident that we are delivering a person centred, outcome focussed service.

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

During the pandemic, citizens have been contacted every day to ensure they feel safe, secure and protected. This has had the added benefit that we are able to discuss with them if they have any issues or concerns that arise and act promptly to resolve them. This is a positive outcome that we should continue post-COVID.

Overall, the general feedback we have received from our citizens is very positive and this demonstrates our citizens feel safe and that they are treated with dignity and respect.

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) 17

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 2

Equality, Diversity & Human Rights 2

Manual Handling 4

Safeguarding 0

Dementia 0

Positive Behaviour Management 0

Food Hygiene 2

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter care 1 hour (refresher) internal Medication 2 hours (refresher) internal End of Life Care 4 hours (external) Confidentiality 2 hours internal Pressure care awareness 2 hours internal Choking awareness 1 hour internal Stroke awareness 1 hour internal CPR 2 hours internal
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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	Problematic alcohol use in adults 7 hours external Prevent awareness course 2 hours external Tissue viability 4 hours external Petals level 3 EAT 46 hours external
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)	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	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	2
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	0
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	6
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPR AED 3 hours internal Choking awareness 2 hours internal Stroke awareness 2 hours internal Pressure ulcer awareness 2 hours internal Catheter care refresher 1 hour internal Medication refresher 1 hour internal Confidentiality 2 hours internal
Contractual Arrangements	
No. of permanent staff	2
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)	2
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	1
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	14
No. of posts vacant	4
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	105
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
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.	BVS dvds, policies and procedures, catheter care, medication & moving & handling completed as part of induction (15 hours per carer) Confidentiality 2 hours per carer CPR & AED 2 hours per carer Choking awareness 2 hours per carer Stroke awareness 2 hours per carer Pressure ulcer stages 3 hours per carer Moving & handling refresher 3 hours per carer Catheter care refresher 1 hour per carer Medication refresher 1 hour per carer
Contractual Arrangements	
No. of permanent staff	13
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	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)	7
No. of part-time staff (17-34 hours per week)	3
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	7
No. of staff working towards the required/recommended qualification	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No