

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:	Croeso Care Ltd	
The provider was registered on:	15/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Croeso Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/08/2018
	Responsible Individual(s)	Fiona Morris
	Manager(s)	Heather Burt
	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	All staff receive full in-house training at induction, which is also refreshed as and when required. Performance is monitored through spot checks, 3-monthly (minimum) supervisions, annual appraisals, and analysis of feedback provided from individuals and professionals relating to the standard of care delivered by each member of our team. Mandatory training includes a full induction compliant with Social Care Wales requirements, and all staff undertake refresher training as and when required.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	All of our carers are provided with outstanding support; to work flexibly, gain qualifications, enhance skills and confidence, and receive full pastoral care from our management team. We recognise, and fully adhere to, our duty of care as ethical, responsible and caring employers. We are very family based and share ideas with all our staff and welcome any suggestions they have to improve their working conditions.

Service Profile

Service Details

Name of Service	Croeso Care Ltd
Telephone Number	01239712802
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	<p>Croeso Care is fully aware of the importance of the Welsh Language especially in a rural area and in line with the Welsh Government Policy and Welsh Government guidance 2011 and we will strive and support the Welsh Governments strategy of Cymraeg 2050:A Million Welsh Speakers. We are committed to treating our service users and staff equally and respect whichever language they wish to converse in.</p> <p>As a company we encourage our staff that can converse in Welsh to communicate in Welsh.</p>
--	---

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	107
--	-----

Fees Charged

The minimum hourly rate payable during the last financial year?	19.00
The maximum hourly rate payable during the last financial year?	21.43

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
<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We operate a service which is led by the needs, wishes and goals of the individual in line with the Health and Wellbeing Act 2014 which includes using feedback to shape services, responding proactively to compliments or complaints, and providing support plans which are fully directed by the individual, other professionals involved, the third sector and their family. Through regular feedback processes including questionnaires, surveys, and informal comments, we ensure that the ideas, suggestions and wishes of our individuals are the primary way in which improvements are identified and launched across the service.</p> <p>We operate to a full Quality Assurance programme which encompasses all aspects of our business operation, care provision and compliance. This will be subject to robust auditing to ensure that services are delivered in a cost-effective, compliant, and high-quality way at all times and is carried out twice yearly.</p>

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

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.

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.

Croeso Care will ensure through our Quality Assurance Policy and ISO9001 to improve our service and development to provide safe quality care which will ultimately result in a positive individual experience. Quality assurance is the process of verifying or determining whether products or services meet or exceed user expectations.

In line with the Social Service Health and Well-being Act and CIW we will monitor and review our policies on an annual basis or when change has happened to ensure each individual is treated as an individual with respect and dignity and free from harm, ensuring their assessments are updated annually with them involved to convey their choices and wishes, as well as listening to their opinions to provide the quality care they deserve.

We will ensure the right people are recruited for the right job through pre employment checks and references. We will commit to being a workplace free from discrimination. We will provide training for all staff through Social Care Wales Induction framework which will provide them with the knowledge and competency to provide quality care and deliver excellence through ongoing supervision, support, appraisals and personal development plans from our managers and ourselves.

The manager meets every month with all service users so not only are they able to voice their opinions to the small group of staff who provide care for them on a daily basis but also the manager who has built up a relationship with them during her monthly visits.

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.

We ensure service users are at the forefront of the care we provide in line with the Social Service and Well being Act 2016. We focus on what matters to the service user and try to remain flexible in our approach to their changing aspirations and needs. We maintain this by

1. Involving service users, other professional and families in the delivery of service and the assessment we carry out from the start of providing care. We engage with them exploring their preferences, priorities and choices to ensure positive outcomes are achieved and in a suitable timeframe which they deem acceptable.

2. Monitor outcomes and gather regular feedback in the form of Questionnaires every six months, monthly manager visits where they are able to voice their opinions to ensure positive outcomes.

3. Encourage service users to provide feedback for the service we provide and how we can improve the service and involve them in new developments of the service.

4. Respond to changes as necessary and ensure the service we provide is flexible to ever changing needs

5. Train our staff to ensure they provide a service that is person centred and responsive to individuals needs, encourage them to listen to the views of the service user and convey those requests to their manager.

6. Work alongside other professional to ensure a seamless delivery of care and our service users receive care when they need it.

By following these points we ensure services remain focussed on what matters to the service user and we are flexible in our approach to changing needs, leading to positive outcomes and improved satisfaction. Full monitoring will ensure that all services are subject to scrutiny, and enhancements made through our process of continuous improvement which will take place every six months or when a change is implemented.

Croeso have developed a reputation for innovative care, led by the needs and wishes of the individual we provide care for. We will work with leading authorities such as Age UK to devise new positive approaches to services, we will always work proactively to identify ways to enhance support.

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

Croeso's ultimate objective is to enable people to live safely and confidently within their chosen environment, free from risk, while empowering individuals through targeted intervention to achieve a higher standard of health and wellbeing. Through prompt response, full risk assessment and close collaboration with key partners we ensure a comfortable, socially inclusive environment with a wide range of options and choices for tailored, personalised outcomes.

Through careful risk assessment and monitoring, our team are trained to recognise signs of deterioration so if an individual moves through stage 1 to stage 2 personal plans are adjusted and the council will be informed thus maximising the individual's level of independency, choices and preferences which in turn will increase their health and wellbeing whilst also preserving their dignity and respect. Our support plans are living documents, which flex to the changing daily needs of each individual. We teach reablement to all staff as mandatory and provide a fluid approach to care driven by the changing daily needs of each individual.

Abuse is about the power and control that one person has over another person. Where there is dependency, there is a possibility of abuse or neglect if adequate safeguards are not put in place. Intent is not an issue at the point of deciding whether an act or failure of an act is abuse; it is the impact on the person and the harm or risk of harm to that individual.

Staff receive training about safeguarding, including being able to identify indications of abuse, and how to respond, either following observations of these indicators, or to follow company policy, and how to raise concerns they have themselves staff will receive support from the company during a referral. The safeguarding policy is highlighted during supervisions and appraisals and any meetings managers have with staff, so they are fully aware of their responsibilities.

all staff prior to employment have enhanced DBS checks and we insist on between two and four references to decide the suitability of the staff member.

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) 67

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
<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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	

Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No