

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:	Cymru Care UK Limited	
The provider was registered on:	19/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cymru Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Jerome Long
	Manager(s)	Alison Long
	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 use care skills academy on line training for all mandatory training and mentor training for all wales passport manual handling. All staff are supported to achieve their QCF qualification if they do not hold this when joining the company. We use a staff training matrix to identify training needs and to ensure that all training is completed timely. Training is monitored on-going to ensure that staff are supported to continually develop within their role.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	we are a small company and recruit locally through advertising and website. All staff receive an induction to understand their duty of care, responsibilities and expectations of the service. Staff are supported through a probation period and Management support is always available, to ensure that staff are confident within their roles, this contributes to the retention of staff.

Service Profile

Service Details

Name of Service	Cymru Care
Telephone Number	02920851600
What is/are the main language(s) through which your service is provided?	English Medium
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?	25
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Fees Charged

The minimum hourly rate payable during the last financial year?	16.90
The maximum hourly rate payable during the last financial year?	20.23

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?	News Letters and Website

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>All service users are fully included within their initial assessment. These are person centred in which services users are encouraged to take ownership of their care package. A person centred care plan is created after the initial assessment, this is reviewed with the service user on a regular basis and any changes required are completed timely. Service Users are made fully aware of their rights when joining the service and all individuals have access to the complaints procedure and are supported to feel confident to use this at any time. Feedback is obtained from service users through regular contact with the Registered Manager and also through questionnaires which all service users are encouraged to complete. Feedback is also obtained and monitored as part of the Care Quality Review, and service users are aware of our transparency and the support that is available, to ensure that their voices are heard at all times. We work effectively in partnership with other professionals/agencies and can provide support to service users when required to access these. We adhere to the Social Services and Well-being in Wales Act at all times, ensuring that voice and control along with all other principles of this Act, are promoted at all times.</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>All service users have risk assessments in place, these not only keep them safe but also include the promotion of independence, in line with positive risk taking. Service users are supported to not only meet their daily needs but also to develop skills wherever possible if reablement is plausible. Active participation is always encouraged, to ensure that service users maintain their daily living skills whenever possible. Health is monitored on a daily basis in relation to general health such as skin integrity and nutritional intake. All staff are aware of the appropriate lines of reporting and will notify the relevant professionals such as the District Nursing Team as and when required. Records are also accurate and legible which enable us to monitor service user health. We respect and promote the valued roles that all service users hold, this supports us to contribute to individuals well-being. As mentioned above, quality assurance processes are also followed and the service users that we support are at the centre of our service delivery.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All service users are supported to fully understand their rights and are able to access the complaints procedure at any time. Service users are supported to feel confident in raising any concerns and are made aware of our Statement of Purpose, this helps them to have a clear understanding of what to expect from their care and from our service as a whole. As an extra safety measure we predominantly use 2 staff members for every single call, regardless if the call requires a single staff member. This is not included within the costing of the care package. Service Users are made aware of this and they have the right to decline the surplus staff member if they only wish for a single staff member to provide their support. All call times are reviewed and monitored to ensure that the correct levels of support are provided and remain effective.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>4</p>

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.

<p>Staff Type</p>	<p>Service Manager</p>
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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>	
<p>Filled and vacant posts</p>	
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	E-learning completed including infection prevention and control, medication.
<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	3
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
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
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