

# 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:	Deecare LTD	
The provider was registered on:	13/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Deecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	13/02/2019
	Responsible Individual(s)	Stephen O'Brien
	Manager(s)	Ann Bartley
	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	The dates of completion of all training courses are uploaded onto our system which then flags up when refresher training is due. We will then be able to pre-book refresher courses before current courses expire. If a carer request training which will enable them to provide more quality care for a client We either find a course from an external provider or use our own trainer if her particular knowledge on the subject is sufficient plus a BVS dvd will be purchased if possible.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>We attract staff by</p> <ul style="list-style-type: none"> <li>Offering above the living wage with enhancements</li> <li>Contracted hours, employment contracts.</li> <li>Holiday pay</li> <li>Enhanced pay for bank holidays</li> <li>Mileage allowance</li> <li>Paid training</li> <li>Promotion possibilities</li> <li>Uniforms and protective clothing supplied free of charge</li> <li>Bonus scheme for attendance.</li> </ul> <p>We appreciate carer's should ideally have a healthy work-life balance. In addition to offering a great deal of flexibility to the hours that they work, there are a number of provisions we also ensure.</p>

## Service Profile

### Service Details

Name of Service	Deecare Ltd
Telephone Number	01244821050

What is/are the main language(s) through which your service is provided?	English Medium
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?	168
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	20.13
The maximum hourly rate payable during the last financial year?	26.72

##### 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?	Email Client questionnaire's Phone calls News Letter's Word of mouth

##### 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)	Yes
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	Body Language, gestures, computers, face to face communication, written notes, tone of voice, touch

##### 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>A Manager carries out an introduction meeting before or on starting a new care package. We meet with the client and where possible next of kin and go through their care plan with them, times and discuss if they attend any regular appointments or day centre's.</p> <p>3 monthly client reviews with senior carer, and if they have any problems with certain carers or time of their allocated call time this can be discussed, we always try to accommodate their wishes.</p> <p>Carers encourage and support service users to become more independent and speak up for themselves.</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>We work alongside other health professionals ie Doctors, District nurses, 'Chiropractors', Occupational therapists, hospitals and local authorities.</p> <p>We work alongside families and advocates if a client's health deteriorates with liaison with the local authority to provide extra care, ie lengthening calls or putting extra calls in for them.</p> <p>Everycare strives to promote person centered care by enabling the clients to be as independent as possible.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>On induction all new carers as well as our existing carers are trained by using BVS dvd on whistle blowing, Pova and the training manager follows this up with questions and scenarios and company policies and procedures.</p> <p>All clients have a core team of staff which enables them to build a good rapport with the service user, therefore putting them at ease and making the carer more approachable to them.</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>20</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>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>1</p>
	<p>No. of posts vacant</p>	<p>0</p>

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	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.	staff recruitment and retention. sepsis, safe hand washing , infection control

#### 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?	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.	Safe hand washing , infection control

#### 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

#### 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	1

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	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.	Safe hand washing , infection control

#### 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	0
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
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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	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	2
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe hand washing , infection control
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	31
No. of posts vacant	20
<b>Training undertaken during the last financial year for this role type.</b> 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	19
Equality, Diversity & Human Rights	18
Manual Handling	15
Safeguarding	19

Dementia	19
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication 16, Whistle blowing 19, Mental Capacity 19, Infection Control 19, Safe hand washing 19,
Contractual Arrangements	
No. of permanent staff	31
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	31
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)	19
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	31
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No