

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:	Deeside Home Care Ltd	
The provider was registered on:	29/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Deeside Home Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/03/2019
	Responsible Individual(s)	Jacqueline Jones
	Manager(s)	Natalie Marshall
	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>We take care to recruit and retain suitably qualified and experienced staff and are committed to the ongoing training and development of all of our team. Our staff are our major asset and we offer as much support and flexibility as possible to enable them to learn and develop in their role.</p> <p>We have an ongoing training matrix which we use to identify training needs for our team. We review this matrix every month so that we can plan and book external and internal training courses.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>When recruiting new staff, we follow our Recruitment & Selection Procedures. Our recruitment processes remain robust but we can not attract enough new carers to join our team to meet local demand or to grow our agency. Our agency remains at the same size year on year. We focus heavily on treating our team well so that we retain them despite NHS and local authorities paying much higher pay rates for similar roles. We focus on work / life balance for our team.</p>

Service Profile

Service Details

Name of Service	Deeside Home Care Ltd
Telephone Number	01244812435
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?	45
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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?	20.13

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?	<p>In order to monitor, maintain and improve standards we review and evaluate the quality of the service which is actually being provided and the overall efficiency of the business.</p> <p>The Responsible Individual / Manager will use a range of methods to evaluate the service which include:</p> <ul style="list-style-type: none"> • Direct observation of care (where appropriate / possible) • Summary of complaints / comments • Bi-annual audits • Spot check audits (where appropriate / possible) • Staff Appraisals and Supervisions • Team Meetings • Staff questionnaires • Feedback from service user 'Care Reviews' • Service user questionnaires (where appropriate) • Service user's representatives' questionnaires (where appropriate) • Feedback from other professionals e.g. District Nurses, Social Workers etc

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>In summary, we feel that over the past 6 months, people who use our service, feel that we have tailored their support around what matters to them. People have opportunities to make their voice heard and express choice and control in whatever way they wish. We have been able to identify where we have made a difference and an impact on people's lives.</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>In summary, we feel that over the past 6 months, people who use our service are as happy and healthy as possible given their circumstances – we support people with long term mental and physical health conditions and complex care needs. We don't provide healthcare, health monitoring or health advice but will signpost service users to healthcare services that we feel may be appropriate. We make requests to GP services on an almost daily basis to help support our service users to maintain their health at home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have a culture which helps to safeguard vulnerable people. There is a considerable body of evidence indicating that a number of older people are vulnerable and do suffer many forms of abuse by those who care for them. We are committed to raising awareness of abuse and encourage all staff to be vigilant and report any suspected abuse immediately.</p> <p>The people we support feel safe and protected from harm – this is of the utmost importance to us. No direct feedback has been received / recorded regarding this during the past 6 months but we aim to find imaginative ways to capture feedback and comments so that this can be addressed more comprehensively in future reports.</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) 14

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>	

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	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Employment Law Mental Capacity Fire Training Supervision & Appraisals Marketing & Social Media HR Management
<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?	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	2
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	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Risk Assessment First Aid Recruitment & Retention Social Care Values Fire Training Health & Wellbeing Dementia - Complex Issues Introduction to Social Services & Wellbeing Jewels of Dementia
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	2
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
<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	4
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	4
Equality, Diversity & Human Rights	0
Manual Handling	4
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Dementia Complex Issues Fire Training First Aid Swallowing Awareness Health & Wellbeing
Contractual Arrangements	
No. of permanent staff	4
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)	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	4
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
<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	9

No. of posts vacant	2
<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	4
Health & Safety	4
Equality, Diversity & Human Rights	6
Manual Handling	13
Safeguarding	6
Dementia	7
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health & Wellbeing First Aid Swallowing Awareness Fire Training
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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)	6
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	2
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No