

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:	Dolphin Care Agency Ltd	
The provider was registered on:	25/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Dolphin care Agency Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/10/2018
	Responsible Individual(s)	Julie Edwards
	Manager(s)	Julie Edwards
	Partnership Area	Cardiff and Vale
	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 have a training matrix which flags up the dates that care staff are due a refresher for each training course. We have recently taken out a new subscription with Care Skills Academy which provides online training courses. When it is flagged up that a Carer is due a refresher, this is then added on to their roster so they are paid for their time. Staff then have the option to come into the office and use the desktop computer, or it can be completed from home if they prefer.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Dolphin Care staff retention is very good, we have many Carers who have been with us for 5 years plus. Recruitment has been particularly difficult over the last year. We use social media to advertise as and when needed. Most of our recruitment is from word of mouth with current carers recommending us to friends and family.

Service Profile

Service Details

Name of Service	Dolphin care Agency Ltd
Telephone Number	02920560261
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?	50
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	23.00

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?	Every individual we supports has a hand book in their home file w hich tells them about the operation of the service, which includes all the telephone numbers they would need. We also send out a q uality audit to gather information.

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	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>Prior to an individual starting with Dolphin Care, a home visit is arranged. During this visit a senior member of staff will complete paperwork and assessments. From this a person-centred care plan is then created. The individual will also have the opportunity to have a family or friend present with them for the meeting. During the meeting call duration and times will be discussed, as well as care needs and preferences. Always giving the individual as much choice as possible.</p> <p>All individuals or their representatives at Dolphin Care are contacted by a senior member of staff 3 monthly to discuss their care plan and package. This is usually conducted at the service users home but can be done over the phone if more convenient for the individual. During this time individuals will have the chance to be involved in any changes needed to their care plan and enable them to make choices regarding their care.</p> <p>Individuals have a Dolphin Care Guide given to them to keep, and in here is a list of important numbers they may need, such as the Dolphin office and out of hours mobile and CIW.</p> <p>Also at least 6 monthly individuals and/or their representative are sent an audit questionnaire (with the option of being kept anonymous) This form goes in depth as to how they feel how well the service is run, how they rate their care and support that they receive amongst other things. This ensures all individuals have frequent opportunity to feel their voices are heard and give their honest opinion on what they feel Dolphin Care are doing well, and what could be improved.</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>Individuals at Dolphin Care are supported to be as independent as possible in their home and to enable them to have control over their everyday life, even down to small details such as having the choice of what to have for tea.</p> <p>Care staff are trained and supported to be aware of any mental health, physical health, or sensory impairments an individual may already have. Carers support individuals ongoing health and well-being by close monitoring and by recording observations at every single visit on the careline app and on paper in the home care file. If any concerns or issues are raised by a Carer regarding an individual, they are always dealt with in line with regulations and in a timely matter and the relevant health authority and /or family are informed.</p> <p>Staff at Dolphin Care are trained to know how and when to make a referral to the relevant health care professional needed. Our staff regularly liaise with social workers, GP's, District nurses, OT's amongst others to ensure all of our individuals are maintaining their ongoing health.</p> <p>Dolphin Care ensures all service users have access to health professionals. Individuals who are supported by Dolphin Care have the option of Care Workers accompanying them to GP appointments / hospital visits if they so wish.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The Care Act 2014 Statutory Guidance defines adult safeguarding as 'protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect.'</p> <p>Individuals at Dolphin Care are supported in their own homes to feel safe and protected from abuse.</p> <p>At Dolphin Care all potential new recruits are subject to stringent checks before they are hired. This includes an in-depth interview and also seeking at least 2 references to ascertain their suitability for the job. They are also subject to a DBS check. This DBS check is usually then put on the update service. All current staff at Dolphin Care have an in-date DBS check.</p> <p>Dolphin Care staff undertake frequent Safeguarding training to keep up to date with latest legislation. Care staff are trained to look out for signs of abuse and neglect and know who their concerns need to be reported to if and when they arise. If any concerns or issues are raised by a Carer regarding an individual, they are always dealt with in line with regulations and in a timely matter and the relevant health authority informed.</p> <p>The most recent quality Audit conducted by Dolphin Care this year shows an excellent response to the statement "I feel safe and confident with the care I receive" All 17 individuals who responded to the survey selected the "always" option. Which is very encouraging to see.</p> <p>No safeguarding referrals were made by Dolphin Care during the 2022-2023 period. Nor were there any whistleblowing incidents.</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) 3

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
	<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	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	1
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	CIW online events, SCW online events.
	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	
<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
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	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.	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
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
<div style="background-color: #e0e0e0; padding: 5px;">Senior social care workers providing direct care</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 5px;">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.</div>	
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	1
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
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.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 5px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

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
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	15
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	0
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	15
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Office Admin

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	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.	
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)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0