

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:	Elite Domiciliary Care Ltd	
The provider was registered on:	08/03/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Elite Domiciliary Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/03/2023
	Responsible Individual(s)	Mark Robinson
	Manager(s)	Mark Robinson
	Partnership Area	West Glamorgan
	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 robust & extensive training and development programme that all staff must complete at commencement of service & on going yearly update programme both delivered in person and some on-line services , 16 Mandatory Courses with up to 36 additional courses available, coupled with the induction programme that is delivered to all staff in person. 6-8 weekly supervisions and on going competency assessment and yearly appraisals, regular staff meeting & monthly news letters including CPD Information.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Registration completed and confirmed on 8th March 2023, currently not recruited any staff.

Service Profile

Service Details

Name of Service	Elite Domiciliary Care Ltd
Telephone Number	07771366789
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Implementation of the Welsh Language Active offer Easy Read Service Guides also available in Welsh Large Print Care Line Live with addition of Care Circle Translation Tools & Apps Coloured paper Information available in audio or can be read to a person/s

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.85
The maximum hourly rate payable during the last financial year?	21.85

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>All individuals that are support by the service will receive regular care and support reviews set at the following (24hrs, 1 week, then bi-monthly moving forward unless required sooner). The Service operates a 24hr per day 7 days a week telephone on-call service that is held by a member of the management team. All individuals that are supported by the service will have direct contact with a member of the management team on a weekly basis. Monthly meeting with Person-centred manager/Director purposes of well-being & holistic support using person centred working not working tools to gather regular feedback and new action plans Newsletters to Individuals containing details of the outcomes both positive and developmental feedback from their voices Social Media Platforms that provides information to celebrate success or show areas we have developed from feedback Website to go live by 7th April 2023 No feedback obtained as currently not supporting any individuals</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	Yes
List 'Other' forms of non-verbal communication used	Easy read Documents, Audio, Large Font, Coloured Paper, Translation Tools - Welsh Language, Fink Cards

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>up to and including 31st March 2023 the service was not supporting any individuals as registration achieved on 8th March 2023.</p> <p>All initial Assessment are Created in a full inclusive and person-centred way that ensures that the full holistic strengths and needs of the individual are identified and actioned in regards to how best to support the individual, thus ensuring empowerment and control over their own lives.</p> <p>All individuals are offered and encouraged to use a natural support network (family, Friends etc) to support them and ensure that their voices are heard.</p> <p>We identify at assessment an individuals preferred communication method to promote choice, control and decision making wherever possible. We ensure the individual and / or their representative signs the care plan and consents to the care and support plan document.</p> <p>The Electronic system promotes and records Person-centred choices and decisions made, the tasks requires staff to document that choices were offered and what they were.</p> <p>The promotion of professional services such as independent Advocacy where an individual requires support is offered.</p> <p>All individuals have the freedom of choice to what gender of staff they prefer, along with call times and days they would like support.</p> <p>24/7 phone access to manager to express concerns or seek advice or give compliments.</p> <p>All staff are culturally aware to uphold individual specific cultural, religious, spiritual, and diverse needs.</p> <p>We use person-centered tools and methodology to find out what is important to the individual around a persons routines, rituals, items or objects that we can incorporate in to the care and support we deliver.</p> <p>Dignity- The service respects peoples right to privacy, listens to how people want their support provided in their own homes and uses signposting methods to empower people to access other services or aids to give them more choice and control ie identifying aids to independence i.e. accessible cutlery or aids to promote strength based care to ensure just enough care and support is provided as not to de skill people or take away their personhood.</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>Currently we have no individuals that we are supporting as registration achieved on 8th March 2023.</p> <p>The service focuses on prevention and promotes healthy living in line with NHS guidance and individuals choices</p> <p>The service keeps up to date with local trends with health inequalities and works with outside services to ensure holistic care is given to individuals.</p> <p>we follow the national health and awareness months and provide people who use our service and our staff with relative information from campaigns from reputable resources to help them maintain good health or spot early warning signs so they can take action early or spot signs in others.</p> <p>As part of ongoing review and feedback we are constantly checking that people are happy and included in planning their own care and support pathways.</p> <p>We recognise people have the freedom to make their own decisions whether we feel they are unwise as long as a person is able to weigh up risks and consequence and retain information when making a decision</p> <p>The care plans are strength based involving the person and their circles of support we work in equal partnership with them to ensure people are supported in ways which work for them to achieve their own health and social care goals and outcomes and have regular opportunity to develop or change their care and support plans.</p>

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

Currently we have no individuals that we are supporting as registration achieved on 8th March 2023.

The leadership team all hold a level 4 certificate in Safeguarding

Staff as part of their induction framework complete safeguarding training and regular micro teaches will be conducted to ensure staff recognise their responsibility in terms of safeguarding and can identify signs of abuse.

All staff undergo rigorous vetting procedures before starting with the company with enhanced DBS checks, references and we endeavour to contact and obtain references from all the previous employers that is related to Health and Social care.

Where references can not be obtained from all health and social care employment history the service will undertake risk assessments, direct observations and competencies regularly and obtain direct feedback where possible from individuals those staff members are supporting.

The service will provide easy read guides and information sessions with individuals in their preferred communication styles to improve their knowledge and understanding of how to report and signs of abuse.

The company's electronic monitoring system care line live allows staff to raise concerns in real time and the on call manager is alerted imminently to take relative action.

At initial assessment individuals are advised on how to report concerns and the process is also within the service user guide kept in the individuals home.

As part of ongoing review and feedback individuals are asked if they feel safe and this topic is deeply explored from physical safety to emotional wellbeing.

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) 0

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

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.	First Aid @ Work Anxiety Catheter Care Equality, Diversity & Inclusion Fire Safety For Dom Care Oliver McGowan Mandatory Training Infection Control Oral Care Communication Mental Capacity & DoLS GDPR Stage one and Two AWIF (All Wales Induction Frame Work) Medication Safeguarding Level 4 Care Planning COSHH Wellbeing at Work Dechocker Diabetes Awareness Depression Complaints Handling Appraisals Cyber Security

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
<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	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.	First Aid @ Work level 3 Fire Safety for Dom Care First Aid Lite Infection Control Anxiety Appraisal Care Planning Catheter Care Communication Complaints handling Equality Diversity & Inclusion GDPR Stage one and Stage two Mental Capacity and DoLS Oral Care Wellbeing in the work place
<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	1
Other supervisory staff	
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	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.	Fire Safety for Dom Care First Aid @ work level 3 Train the trainer person centred planning Helen Sanderson Associates Anxiety Mental capacity and DOLS Infection Control Appraisal Care Planning Catheter Care Communication Complaints handling Equality Diversity & Inclusion GDPR Stage one and Stage two Mental Capacity and DoLS Oral Care Wellbeing in the work place
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 social care worker

1

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?

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