

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:	Focus Care Wales Limited	
The provider was registered on:	11/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Focus Care Wales Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/07/2018
	Responsible Individual(s)	Anna Rose
	Manager(s)	
	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	Identify The Knowledge, Skills, And Abilities Needed To Meet the support. As a company our employees may have gaps in their knowledge, skills, and abilities. Figure Out What Employees Know and where what needs refreshing. This is normally done in 1;1 or team meetings. Also matching or training to the needs of our service users is a priority and training needs can also be identified with in management meetings , at review for service users or while updating personal plans as needs can change.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We care for our staff wellbeing and have prioritized our staff having a good work life balance by ensuring all rotas are done a minimum of four weeks in advance, we also have a staff benefits scheme and an open door to any of the management team whenever needed weather work related or not.

Service Profile

Service Details

Name of Service	Focus Care Wales Ltd
Telephone Number	01492573704
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	n/a

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.60
The maximum hourly rate payable during the last financial year?	21.60

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We send out feedback forms every two months and also see if service user would like a team leader or the RI to help them complete the form.

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.

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.	On our last service user survey and last feedback forms this came back at 100% that people think their voices are heard.
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.	On our last service user survey and last feedback forms this came back at 100%
The extent to which people feel safe and protected from abuse and neglect.	On our last service user survey and last feedback forms this came back at 100%

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) 18

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	

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Acquired Brain Injuries and Autistic Spectrum Training Allergen Awareness Autism Understanding Basic Life Support Bedrails Brain Injury Awareness Caldicott Principles for Care Care Certificate Competency Assessments Communication Complaints Handling Complaints Handling Training COSHH Data Protection Dementia Awareness Dementia in Care Diabetes Awareness Diabetes Awareness Training Dignity in Action Disciplinary and Grievance Investigations Display Screen Equipment Emergency Life Support Training End of Life Care Epilepsy Awareness Epilepsy Awareness and Buccal Midazolam Administration Epilepsy Awareness Training Equality and Diversity Equality and Diversity for Managers Fire Safety Fire Warden Fire Warden for Care First Aid Food Safety for Support Workers Handling Information and Confidentiality Health & Safety, Fire, Infection Control & Manual Handling Objects Training Health and Safety Awareness Infection Prevention and Control Information Governance Social Care Introduction to Positive Behaviour Support (PBS) & Behaviour as Communication Learning Disability Awareness Level 2 Conflict Management Level 3 Award in Emergency First Aid at Work Lone Worker Managing Violence and Aggression Manual Handling & Moving People Safely Manual Handling Objects MAPA Management of Actual and Potential Aggression (Units 1-7+10) MAPA Refresher (Units 1-7+10) MAR Charts MCA & DoLS Medication Administration Competency Assessor Training Medication Administration for Care Medication Competency Assessment PASS Medication Support and Administration Training Mental Capacity Act And Deprivation Of Liberty Safeguards For Care Provider Managers Mental Health, Learning Disabilities and Dementia Training Moving and Positioning People Nutrition Awareness Oral Health Awareness Peer Mentoring Person Centred Planning Training Pressure Ulcer Prevention Risk Assessment in Care Safeguarding Adults at Risk Safeguarding Adults for Alerters Training Safeguarding adults for Care Managers Service User Risk Assessment Supervision and Appraisal Training</p>
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<div style="border: 1px solid green; padding: 2px;">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
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
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	0
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	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.

Acquired Brain Injuries and Autistic Spectrum Training
 Allergen Awareness
 Autism Understanding
 Basic Life Support
 Bedrails
 Brain Injury Awareness
 Caldicott Principles for Care
 Care Certificate Competency Assessments
 Communication
 Complaints Handling
 Complaints Handling Training
 COSHH
 Data Protection
 Dementia Awareness
 Dementia in Care
 Diabetes Awareness
 Diabetes Awareness Training
 Dignity in Action
 Disciplinary and Grievance Investigations
 Display Screen Equipment
 Emergency Life Support Training
 End of Life Care
 Epilepsy Awareness
 Epilepsy Awareness and Buccal Midazolam Administration
 Epilepsy Awareness Training
 Equality and Diversity
 Equality and Diversity for Managers
 Fire Safety
 Fire Warden
 Fire Warden for Care
 First Aid
 Food Safety for Support Workers
 Handling Information and Confidentiality
 Health & Safety, Fire, Infection Control & Manual Handling Objects Training
 Health and Safety Awareness
 Infection Prevention and Control
 Information Governance Social Care
 Introduction to Positive Behaviour Support (PBS) & Behaviour as Communication
 Learning Disability Awareness
 Level 2 Conflict Management
 Level 3 Award in Emergency First Aid at Work
 Lone Worker
 Managing Violence and Aggression
 Manual Handling & Moving People Safely
 Manual Handling Objects
 MAPA Management of Actual and Potential Aggression (Units 1-7+10)
 MAPA Refresher (Units 1-7+10)
 MAR Charts
 MCA & DoLS
 Medication Administration Competency Assessor Training
 Medication Administration for Care
 Medication Competency Assessment PASS
 Medication Support and Administration Training
 Mental Capacity Act And Deprivation Of Liberty Safeguards For Care Provider Managers
 Mental Health, Learning Disabilities and Dementia Training
 Moving and Positioning People
 Nutrition Awareness
 Oral Health Awareness
 Peer Mentoring
 Person Centred Planning Training
 Pressure Ulcer Prevention
 Risk Assessment in Care
 Safeguarding Adults at Risk
 Safeguarding Adults for Alerters Training
 Safeguarding adults for Care Managers
 Service User Risk Assessment
 Supervision and Appraisal Training

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	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
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
<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	3
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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Acquired Brain Injuries and Autistic Spectrum Training Allergen Awareness Autism Understanding Basic Life Support Bedrails Brain Injury Awareness Caldicott Principles for Care Care Certificate Competency Assessments Communication Complaints Handling Complaints Handling Training COSHH Data Protection Dementia Awareness Dementia in Care Diabetes Awareness Diabetes Awareness Training Dignity in Action Disciplinary and Grievance Investigations Display Screen Equipment Emergency Life Support Training End of Life Care Epilepsy Awareness Epilepsy Awareness and Buccal Midazolam Administration Epilepsy Awareness Training Equality and Diversity Equality and Diversity for Managers Fire Safety Fire Warden Fire Warden for Care First Aid Food Safety for Support Workers Handling Information and Confidentiality Health & Safety, Fire, Infection Control & Manual Handling Objects Training Health and Safety Awareness Infection Prevention and Control Information Governance Social Care Introduction to Positive Behaviour Support (PBS) & Behaviour as Communication Learning Disability Awareness Level 2 Conflict Management Level 3 Award in Emergency First Aid at Work Lone Worker Managing Violence and Aggression Manual Handling & Moving People Safely Manual Handling Objects MAPA Management of Actual and Potential Aggression (Units 1-7+10) MAPA Refresher (Units 1-7+10) MAR Charts MCA & DoLS Medication Administration Competency Assessor Training Medication Administration for Care Medication Competency Assessment PASS Medication Support and Administration Training Mental Capacity Act And Deprivation Of Liberty Safeguards For Care Provider Managers Mental Health, Learning Disabilities and Dementia Training Moving and Positioning People Nutrition Awareness Oral Health Awareness Peer Mentoring Person Centred Planning Training Pressure Ulcer Prevention Risk Assessment in Care Safeguarding Adults at Risk Safeguarding Adults for Alerters Training Safeguarding adults for Care Managers Service User Risk Assessment Supervision and Appraisal Training</p>
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Contractual Arrangements	
No. of permanent staff	3
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)	2
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	3
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
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	0
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	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.

Acquired Brain Injuries and Autistic Spectrum Training
 Allergen Awareness
 Autism Understanding
 Basic Life Support
 Bedrails
 Brain Injury Awareness
 Caldicott Principles for Care
 Care Certificate Competency Assessments
 Communication
 Complaints Handling
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 Pressure Ulcer Prevention
 Risk Assessment in Care
 Safeguarding Adults at Risk
 Safeguarding Adults for Alerters Training
 Safeguarding adults for Care Managers
 Service User Risk Assessment
 Supervision and Appraisal Training

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	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	0
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
<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	14
No. of posts vacant	4
<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	1
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	14
Safeguarding	14
Dementia	14
Positive Behaviour Management	14
Food Hygiene	14

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>Acquired Brain Injuries and Autistic Spectrum Training Allergen Awareness Autism Understanding Basic Life Support Bedrails Brain Injury Awareness Caldicott Principles for Care Care Certificate Competency Assessments Communication Complaints Handling Complaints Handling Training COSHH Data Protection Dementia Awareness Dementia in Care Diabetes Awareness Diabetes Awareness Training Dignity in Action Disciplinary and Grievance Investigations Display Screen Equipment Emergency Life Support Training End of Life Care Epilepsy Awareness Epilepsy Awareness and Buccal Midazolam Administration Epilepsy Awareness Training Equality and Diversity Equality and Diversity for Managers Fire Safety Fire Warden Fire Warden for Care First Aid Food Safety for Support Workers Handling Information and Confidentiality Health & Safety, Fire, Infection Control & Manual Handling Objects Training Health and Safety Awareness Infection Prevention and Control Information Governance Social Care Introduction to Positive Behaviour Support (PBS) & Behaviour as Communication Learning Disability Awareness Level 2 Conflict Management Level 3 Award in Emergency First Aid at Work Lone Worker Managing Violence and Aggression Manual Handling & Moving People Safely Manual Handling Objects MAPA Management of Actual and Potential Aggression (Units 1-7+10) MAPA Refresher (Units 1-7+10) MAR Charts MCA & DoLS Medication Administration Competency Assessor Training Medication Administration for Care Medication Competency Assessment PASS Medication Support and Administration Training Mental Capacity Act And Deprivation Of Liberty Safeguards For Care Provider Managers Mental Health, Learning Disabilities and Dementia Training Moving and Positioning People Nutrition Awareness Oral Health Awareness Peer Mentoring Person Centred Planning Training Pressure Ulcer Prevention Risk Assessment in Care Safeguarding Adults at Risk Safeguarding Adults for Alerters Training Safeguarding adults for Care Managers Service User Risk Assessment Supervision and Appraisal Training</p>
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Contractual Arrangements	
No. of permanent staff	13
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	1
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)	8
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	14
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