

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:	G.R.S.(CARE) LIMITED	
The provider was registered on:	10/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	G.R.S. (Care) Limited (West Wales)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/07/2018
	Responsible Individual(s)	Gary Thompson, Ceri Todd
	Manager(s)	Sarah Jones, Eirlys Bush
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	G.R.S. (Care) Limited (Western Bay)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/07/2018
	Responsible Individual(s)	Gary Thompson
	Manager(s)	Sarah Jones, Eirlys Bush
	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	A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/ shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.'
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We currently offer a Refer a friend bonus incentive, we have explored different options for advertising such as attending jobs fairs, different sponsorships, and we have appointed a regional recruiter, we have a robust recruitment process and an in-depth induction programme which continues throughout the staff's probation period. We then offer a probation bonus after completion. We implement a buddy system for new starters where they are supported by a experienced member of the team.

Service Profile

Service Details

Name of Service	G.R.S. (Care) Limited (West Wales)
Telephone Number	01792776238
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	89
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	19.72

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?	Within the service we support individuals, to engage in house meetings, attend regular review meetings, we encourage them to part take in the interview process of support staff, including completion of a satisfaction survey. In relation to direct care individuals are encouraged to create meal planners, activity planners, including review of their support plans where possible. Discussions take place with the Responsible Individual (RI) during Reg 73 Visits.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Total communication

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>All people are encouraged to attend all meetings concerning them and to sign their own care and support plans. People's living environment is designed according to their wishes and interests. Monthly meetings are held for the individuals in our care where their thoughts and wishes are taken with minutes being taken and recorded to allow for actions to be noted and followed up on. Activities are different for each person with their individual needs and interests considered. Each person has access to an advocate if they require one and the advocate is consulted for all decisions made as well as having freedom to come and visit their allocated person with privacy provided to allow the person to express their feelings. Monthly newsletters are completed and sent to families to show recent activities as well as any new faces in the staff team. These are also printed and available for any visitors to the home to see. 6 monthly reports are created and sent to professionals as well being used in reviews to clearly show all aspects of a person's life including breakdowns of what a person's progress as well as outlining any incidents the person may have been involved in.</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>Each person has access to regular medical and clinical support including GP annual health checks, annual reviews and also regular check-ups with dentist, optician and chiropodist. Each person also has access to regular appointments with any additional professionals involved with them such as behavioural specialists, psychiatry, Occupational therapists or Speech & Language specialists. Development is also monitored through the setting of personal goals with the outcomes being recorded monthly to allow for progress to be tracked and monitored. People are given access to as many activities of their choosing as can be arranged and they are encouraged to pursue their own interests or hobbies. Newsletters are created and sent out to families every month as well as being available to any visitors to the home.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>People are consulted regularly about their feelings. Regular quality monitoring visits from senior management including RI, Quality officers, Regional Director and operations manager where individuals are spoken to in order to gain their opinions and feelings. Evidence of these visits is documented and findings recorded with actions set. Regular audits of the service both by internal and external agencies to ensure standards are maintained and people's rights are upheld with actions set if needed. People have regular visits and access to advocates / RPR's if they require them and space / time is given for them to meet without staff present if they wish to allow them to express their feelings and wishes. All staff have regular and extensive training in safeguarding and have proven they are confident and willing to step up and report anything that they are concerned about. Regular private reviews are held with individual's families to ensure they are involved as much as possible and have direct input into how their loved ones are cared for and supported. Regular meetings held for people we support to allow them to express their wishes and feelings with minutes taken and documented. This allows the people we support to feel empowered to make choices and decisions about their own life.</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) 117

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 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 1

Health & Safety 2

Equality, Diversity & Human Rights 2

Manual Handling 2

Safeguarding 2

Dementia 0

Positive Behaviour Management 2

Food Hygiene 2

<p>Please outline any additional training undertaken pertinent to this role which is not outlined above.</p>	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service specific training Social care council for Wales induction framework</p> <ul style="list-style-type: none"> • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction • Dysphasia • Advanced planning
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Contractual Arrangements	
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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.	
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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	
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No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager	
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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	
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No. of staff in post	5
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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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	0
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security Service Specific Training • Social care council for Wales induction framework • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction
<p>Contractual Arrangements</p>	
No. of permanent staff	5
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)	5
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	4
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?	No
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>	
<p>Filled and vacant posts</p>	
No. of staff in post	12
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12
Dementia	0
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>A dedicated practice development partner (PDP) are employed to ensure all regulatory training courses and competencies are delivered and monitored. Training that is regulated or required for an individual is accredited and delivered by a qualified person. Training is assessed quarterly and reported on monthly. Training is delivered in a variety of styles eg eLearning, face to face, mentoring/shadow shifts, competency checks, and or practical sessions. A 95% compliance is our aim.</p> <ul style="list-style-type: none"> • Fire awareness • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security <p>Service Specific Training:</p> <ul style="list-style-type: none"> • Autism awareness • Mental Health • Epilepsy Awareness including buccal

Contractual Arrangements	
No. of permanent staff	12
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)	12
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	10
No. of staff working towards the required/recommended qualification	2
Other 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	117
No. of posts vacant	10
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	38
Health & Safety	38
Equality, Diversity & Human Rights	38
Manual Handling	38
Safeguarding	38
Dementia	0
Positive Behaviour Management	38
Food Hygiene	38

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire awareness <ul style="list-style-type: none"> • Emergency First Aid at work • Documentation reporting and recording • Importance of reflective practice, • Swanton Ethos • Human Rights • Mental Capacity Act • DOLS • Incident reporting • Effective communication • Nutrition wellbeing including hydration • Data protection and information security Service Specific Training <ul style="list-style-type: none"> • Social care council for Wales induction frame work • Autism awareness • Mental Health • Epilepsy Awareness • Total communication • Intensive interaction
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Contractual Arrangements

No. of permanent staff	111
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	6
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.
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No. of full-time staff (35 hours or more per week)	111
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	52
No. of staff working towards the required/recommended qualification	29

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	G.R.S. (Care) Limited (Western Bay)
Telephone Number	01792776238
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	we are currently not providing any services under this registration

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?	0
The maximum hourly rate payable during the last financial year?	0

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?	we are currently not operating under this registration

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.

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.	we are currently not operating under this registration
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.	we are currently not operating under this registration
The extent to which people feel safe and protected from abuse and neglect.	we are currently not operating under this registration

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?	No
	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?	No
	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