

# 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:  | GATEWAY SUPPORT & CARE LTD                                  |  |
| The provider was registered on:                         | 15/05/2019  |  |
| The following lists the provider conditions:            | There are no imposed conditions associated to this provider |  |
| The regulated services delivered by this provider were: | Gateway Support & Care Ltd                                  |  |
|   | Service Type  | Domiciliary Support Service                        |
|   | Type of Care  | None   |
|   | Approval Date   | 15/05/2019   |
|   | Responsible Individual(s)                                   | Tomos Owen   |
|   | Manager(s)  | Adrienne Murphy, Diane Jenkins                     |
|   | Partnership Area  | Gwent  |
|   | 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 | Staff complete mandatory training and discuss training needs during supervision. They have access to ELFY and some face to face training. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider                        | Gateway uses social media and Indeed. com to recruit staff. In order to retain staff we have introduced bonuses and increased wages.      |

## Service Profile

### Service Details

|  |                            |
|--|----------------------------|
| Name of Service  | Gateway Support & Care Ltd |
| Telephone Number   | 01633264292                |
| What is/are the main language(s) through which your service is provided? | English Medium             |
| Other languages used in the provision of the service                     | Welsh if required          |

## Service Provision

### People Supported

|  |    |
|--|----|
| How many people in total did the service provide care and support to during the last financial year? | 50 |
|--|----|

#### Fees Charged

|   |       |
|---|-------|
| The minimum hourly rate payable during the last financial year? | 17    |
| The maximum hourly rate payable during the last financial year? | 19.59 |

#### 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? | Quarterly audits and bi annual Quality of Care review. This involved sending out questionnaires to families, professionals, service users and staff. |

#### 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

|   |   |
|---|---|
| <p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p> |   |
| <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, no specific concerns were raised regarding this theme, most responses were rated as excellent and there is clear evidence that Gateway is adhering to its internal standards as well as regulations in relation to service users have their voice heard and promoting choice and opportunity. There are actions and room for further development in seeking more depth in to how the service does this in order to strive for excellence and away from and satisfactory responses. There is also room to look further into how Gateway incorporates choice and independence into everyday functioning.</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>The service clearly demonstrates individual ways that it is meeting service users' health and wellbeing needs from generic planning, staffing, communication with professionals, and everyday living tasks. All daily living tasks for everyday health and wellbeing management such as hygiene, medication management and health appointments are documented and facilitated with staff in accordance with service user's need. Gateway is achieving its standards and aims, however there is potential for further assessment of this by determining 'how' it does this. Many of the questions posed state 'how would you rate' staff and the service in achieving this wellbeing theme, however, does not offer information about how this happens, what works well and where this is room for quality improvement. This is essential when striving for excellence, improvement and efficiency.</p>  |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p>   | <p>The evidence strongly suggests that Gateway is achieving its need to protect its service users from neglect and abuse in line with its internal standards and required regulations. The appropriate training is available to staff, and there is clear evidence that it is being used effectively with a range of abuse and neglect being identified and acted on such as financial when needed. The information gathered has not highlighted any significant concerns from staff, service users or professionals who use the service with an overwhelming 'excellent' response. There are no direct actions relating to service change to be made, however a theme of seeking more specific information has arisen in order for Gateway to assess its service in more detail and strive for continuous improvement and excellence.</p> <p>With all of the information indicating that Gateway is achieving and meeting the personal aims of its service users an overriding theme to seek continuous improvements is to seek further information around 'how' it does this in order to provide deeper analysis and suitable recommendations.</p> |

The following section requires you to answer questions about the staff and volunteers working at the service.

|   |           |
|---|-----------|
| <p>Number of posts and staff turnover</p>   |           |
| <p>The total number of full time equivalent posts at the service (as at 31 March)</p> | <p>36</p> |

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>   |            |
|                   | <p>No. of staff in post</p>  | <p>2</p>   |
|                   | <p>No. of posts vacant</p>   | <p>0</p>   |

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   | 2   |
| Equality, Diversity & Human Rights  | 2   |
| Manual Handling   | 0   |
| Safeguarding  | 2   |
| Dementia  | 0   |
| Positive Behaviour Management   | 2   |
| Food Hygiene  | 2   |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Self Harm<br>Safeguarding<br>PPE<br>Medication<br>Dignity and Respect<br>Resilience |

#### 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 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

|   |    |
|---|----|
| 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? | 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 | 10 |
| 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   | 2 |
| Equality, Diversity & Human Rights  | 1 |
| Manual Handling   | 5 |
| Safeguarding  | 5 |
| Dementia  | 0 |
| Positive Behaviour Management   | 0 |
| Food Hygiene  | 3 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. |   |

Contractual Arrangements

|   |    |
|---|----|
| No. of permanent staff                                  | 10 |
| 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)  | 7 |
| 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 | 10 |
| 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 |
|---|-----|

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  | 30 |
| No. of posts vacant   | 3  |
| <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   | 3  |
| Health & Safety   | 18 |
| Equality, Diversity & Human Rights  | 17 |
| Manual Handling   | 18 |
| Safeguarding  | 18 |
| Dementia  | 0  |
| Positive Behaviour Management   | 0  |
| Food Hygiene  | 17 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above.   |    |
| <p>Contractual Arrangements</p>   |    |
| No. of permanent staff  | 30 |
| 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)  | 18 |
| No. of part-time staff (17-34 hours per week)   | 9  |
| No. of part-time staff (16 hours or under per week)   | 3  |
| <p>Staff Qualifications</p>   |    |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker  | 25 |
| No. of staff working towards the required/recommended qualification   | 5  |
| <p>Other types of staff</p>   |    |
| Does your service structure include any additional role types other than those already listed?  | No |