

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: | Gentle Care Services Limited | |
| The provider was registered on: | 01/04/2020 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Gentle Care Services Ltd | |
| | Service Type | Domiciliary Support Service |
| | Type of Care | None |
| | Approval Date | 01/04/2020 |
| | Responsible Individual(s) | Barbara Trahar |
| | Manager(s) | Alison Jones |
| | Partnership Area | Cwm Taf Morgannwg |
| | Service Conditions | There are no conditions associated to this service |
| | Gentle Care Services Limited | |
| | Service Type | Domiciliary Support Service |
| | Type of Care | None |
| | Approval Date | 01/04/2020 |
| | Responsible Individual(s) | Barbara Trahar |
| | Manager(s) | Alison Jones |
| | 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 arrangements that gentle care have in place for identifying the training needs of its staff are the software package we use creates a spreadsheet with all staff members and training required, dates of training are inputted which allows the software to alert us when training is next required. We are alerted by the local authority (NPTCBC) of any specialist training they are providing this allows gentle care staff to attend their specialist training. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | Gentle Care Services have a continual ongoing recruitment programme this includes social media, Communities for work, Job Centre, Posters, Refer a friend bonus scheme. Retention of our staff is very important to the company and is completed by communication by the manager to staff on a regular basis. This includes Team Meetings, Supervision, Appraisals with an open door policy so that any member of staff can call at any time and discuss any issue with the manager. |

Service Profile

Service Details

| | |
|--|------------------------------|
| Name of Service | Gentle Care Services Limited |
| Telephone Number | 07583494127 |
| 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? | 26 |
|--|----|

Fees Charged

| | |
|---|-------|
| The minimum hourly rate payable during the last financial year? | 21.20 |
| The maximum hourly rate payable during the last financial year? | 21.20 |

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? | Gentle Care Services consults with people using their service using the following means Telephone Quality Assurance Calls Anonymous Quality Assurance Forms sent to the property of the individual. 3 Monthly reviews. Quality Assurance 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) | 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.

Gentle Care Service 's believe that collaboration between individual and carer is so important and using the carers feedback allows us to provide the appropriate care for each individual, understanding their needs, aims and goals level of support and how they see their delivery of care planned, with their input into the planning.

Gentle Care Services realise that when an individual decides to accept care into their home it is a very difficult decision to make, the initial meeting of the individual, family, friends and Gentle Care is the start of a joint journey.

The journey of the individual starts with an outcome focus care assessment which enables the individual and family, friend to have their input into the delivery of the care e.g., personal care, diet, times, looking at promoting their independence and a future aim that is achievable. There will be a review after one month where the individual and family, friends will look at what is working and what can be changed for the better if the future aim is still the same or needs to be changed. Care assessments are then reviewed every three months, recognising that there may be need of a review before that time due to a change of circumstance.

Gentle Care understand the importance of individual interaction and that they feel that they have an input into how care is provided so we provide different ways that they can contribute, we have a questionnaire that they can complete, their views are collated and looked at and actioned e.g., issues highlighted size of print and colour we enlarged the print size changed the colour of the questionnaire.

Gentle Care also have a three-monthly Quality Assurance visit, again the opportunity to contribute to their own wellbeing and choice. Gentle Care Manager visits individuals at different times to assess and review to have interaction as to the delivery of the service.

Individuals have praised the carers for their being thoughtful and caring by phone calls to the office, cards. Individual wrote " I will miss you" as they left their home for Residential Care.

Gentle Care believe individual input into the service is such an integral part of their care, that we welcome their thoughts, views, working together is the way forward and we will continue to develop that interaction.

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.

Gentle Care Service believe that an individual wellbeing is an integral part of the care package and is included in the outcome focus assessment. This is done in several ways which always include the individual, family, friends.

Individuals, family, friends are provided with feedback forms to complete on the service provided by Gentle Care, these forms are collated in graphs, these graphs show the extent of Satisfaction or if they are dis-satisfied with the service or any part of it.

When we receive a feedback form where we find individuals are not quite satisfied, we immediately make contact with the individual to action this feedback and try to correct the issue immediately. In the most recent survey, our overall quality was 7.59% rating us as excellent. 2.17% very good, 1.8% good, 1.8% not very good, 1.8% poor.

With one Individual Stating " I am writing to the assembly to tell them how well I'm being looked after you go over and above to keep me happy nothing is too much" you are simply the best.

Gentle Care are in contact with other professionals OT, District Nurses, Social Workers working in collaboration to provide an holistic approach looking to provide assistive technology, equipment they require to fulfil their needs.

Working with outside groups Age Connects to arrange visits and outings.

Working with District nurses we have been told that our attention to personal care is exemplary and the carers should be proud of the work they do.

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

At Gentle Care services, we talk to our individuals, this helps identify any safeguard concerns. We empower them to safeguard themselves by giving them all the relevant information they need to live free from harm, abuse and neglect (information can be obtained within the service handbook - Social service. CIW Om budsman name, address, tel. number and email address) We support our individuals proportionately without being overbearing and overprotective, allowing them to live life the way they want to live. We provide support for those most at need and work with other parties to detect any indication of abuse. When asked, our individuals said: they felt safe and protected and understood where they could obtain the information and who to contact. they are also aware they can contact Gentle Care for any support or advice they may require. We have reported safeguarding concerns on some occasions and have received some positive outcomes.

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) 13

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 | 0 |
| | Health & Safety | 1 |
| | Equality, Diversity & Human Rights | 1 |
| | Manual Handling | 1 |
| | Safeguarding | 1 |
| Dementia | 4 | |
| Positive Behaviour Management | 1 | |

| | |
|--|--|
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | TAQA EAT TRAIN A TRAINER Double Handed Single Handed Care |
| 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 |
| 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 | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Single handed double handed care. Working towards Q C F L4 |

| | |
|---|--|
| 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 |
| 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 | 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 | 2 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Manual Handling | 2 |
| Safeguarding | 2 |
| Dementia | 2 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | First Aid Virtual Dementia Tour Bus |

| 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 social care worker | 2 |
| 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? | No |
| 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. | Community Care Assistant. Assist vulnerable individuals in, their own home with all types of daily living tasks. Including personal and continence care, administration of medication. Meal preparation. |
| Filled and vacant posts | |
| No. of staff in post | 15 |
| No. of posts vacant | 20 |
| 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 | 4 |
| Health & Safety | 11 |
| Equality, Diversity & Human Rights | 11 |
| Manual Handling | 11 |
| Safeguarding | 11 |
| Dementia | 15 |
| Positive Behaviour Management | 0 |
| Food Hygiene | 11 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Virtual Dementia, Tour bus First Aid Medication |

Contractual Arrangements

| | |
|---|----|
| No. of permanent staff | 15 |
| 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) | 10 |
| No. of part-time staff (17-34 hours per week) | 4 |
| No. of part-time staff (16 hours or under per week) | 1 |

Staff Qualifications

| | |
|--|----|
| No. of staff who have the required qualification | 12 |
| No. of staff working toward required/recommended qualification | 3 |

Service Profile

Service Details

| | |
|--|--------------------------|
| Name of Service | Gentle Care Services Ltd |
| Telephone Number | 07538494127 |
| 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? | 0 |
|--|---|

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? | Service is dormant |

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

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 |
| | | |