

# 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:	Glamorgan Home Care Limited	
The provider was registered on:	10/10/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Glamorgan Home Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	10/10/2018
	Responsible Individual(s)	Philip Batchelor
	Manager(s)	Sian Perez, Gemma Williams
	Partnership Area	Cardiff and Vale
	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	<ul style="list-style-type: none"> <li>Set clear expectations for each job role</li> <li>Review job descriptions making any changes to role</li> <li>Identify skills/experience</li> <li>Identify skills gaps/development needs.</li> <li>Support with Personal Development Plans</li> <li>Monitor employee performance</li> <li>Setting clear goals and challenging goals</li> <li>Induction training, support throughout probation period/Mentoring Programme</li> <li>Feedback Survey</li> <li>Completing the AWIF</li> <li>Use of Training Matrix to review all training/Refresher Courses</li> <li>On line training/support in the office if needed.</li> </ul>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<ul style="list-style-type: none"> <li>Boosting adverts/job boards</li> <li>Sell the Home Instead brand</li> <li>Attract quality candidates.</li> <li>Competitive payrates</li> <li>Staff benefits</li> <li>EAP Programme</li> <li>Referral Scheme</li> <li>HI Discount Scheme</li> <li>Flexible working hours.</li> <li>Applicant tracking system to advertise, select, recruit and appoint new applicants.</li> <li>Use of FB, Instagram, Job Fairs</li> <li>Hiring international &amp; local students.</li> <li>Support HRM Head of Care Professional Experience appointed to aid retention holding meetings/wellbeing/RTWs/supervisions</li> <li>Care Professional Awards</li> </ul>

## Service Profile

### Service Details

Name of Service	Glamorgan Home Care Limited
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Telephone Number	02920569483
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	

#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	124
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	22.90
The maximum hourly rate payable during the last financial year?	69

##### 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	4
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?	Emails Letter

##### 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.

Initial Assessments - Opportunity to liaise with family members, friends and health professional to ensure a holistic and collaborative approach and to ensure that relevant facts, opinions, and concerns are considered.

Individual needs and requirements including their routines, health, community connection are discussed. We listen to how the client is currently managing daily tasks and discuss what they would like their support package to look like, how it will benefit and the outcomes that they wish to achieve.

Personal Preferences and Continuity - Our clients are actively engaged in the provision of their service and we strive to accommodate their preferences wherever possible.

Based on information gathered at initial assessment stage we match the client with a Care Professional with common interests and meets their individual preference.

Personal plans are set out to achieve desired outcomes determined by the individuals choices.

We offer continuity of care to the client by matching them with regular Care Professionals, enabling us to build trust, relationships, and routine. We have clients who have had the same Care Professional visit them for the past 10 years. This reinforces the positive benefits attributable to relationship led care. Continuity is the cornerstone of our relationship led care model.

Quality Assurance - Our clients, complete an annual survey in the form of a questionnaire called Pursuing Excellence by Advancing Quality (PEAQ). An anonymous method of submitting feedback and the data is used to review and manage the quality of our service.

QA and Review structure – Our clients have the opportunity to review their service as follows :

Day 1 - Courtesy telephone call

1 week - 1 Week Service Review, 6 Weeks - 6 Weeks Quality Assurance call and 3, 6, 9, 12 month reviews

Welsh Language Active Offer - We support our client's right to communicate in Welsh. We match, where possible, Welsh speaking clients and Care Professionals together. We ask a client what their first language is prior to commencing our service.

Complaints can be made by submitting form, calling our office, in person, or, in writing to our Care Manager. We resolve any complaints received as quickly as possible and advise clients of the progress and outcome of any inquiries or investigation.

Compliments can be made during reviews, touchpoint calls, by telephone or in writing along with testimonials through [www.homecare.co.uk](http://www.homecare.co.uk) or Google reviews.

<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>Personal Plans - They provide the foundation for holistic care package, considering client's health, development, and well-being at the centre of our service. By recording the little details and encouraging our client's and their families to actively participate in the creation of their Personal Plan and the outcomes that they wish to achieve, we are empowering them, and providing support in a way which best suits the individual and their personal objectives.</p> <p>Promoting Independence – We encourage positive risk taking, ensuring both well-being and personal development. By adopting a “support, rather than complete” approach (where appropriate) we have received praise for enabling our clients to maintain their dignity and be more receptive to receiving the care and support that they require</p> <p>Communication with Clients and Families – We strive to ensure that clients and families are informed of changes to call times or the Care Professional that is visiting. We pride ourselves on proactively engaging with everyone involved with our service and ensure that every call is either answered or returned immediately.</p> <p>Companionship -Any activities undertaken are based around the outcomes desired by the client and ensuring that they get maximum enjoyment and benefit from them. By carefully matching our staff and clients and this offers the best possible engagement and enjoyment.</p> <p>Personal Care – This differs vastly between individuals. We aim to put our client's dignity at the forefront of any personal care that we deliver. We also ensure that our clients can maintain their own personal health, where possible, which promotes independent living and their ongoing health.</p> <p>The Extra Mile -Care Professionals value each client they visit. It cannot be underestimated the positive impact that it can have on someone's well-being and development. This additional support takes place in many ways including setting up video calls with friends and family members, fixing problems with services within the client's home such as broadband connection problems, cooking additional meals to cover the days where no visits take place. We also ensure that any special occasions such as birthdays and other significant events are acknowledged with personal cards and contact.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding policy – We are committed to ensuring that clients are safe from harm and the welfare of the client is always paramount and have the right to protection from abuse. Home Instead Safeguarding policy is available upon request. Any concerns/allegations of abuse are taken seriously and responded to in a professional, caring, and transparent way. The individual and, or, their family are communicated throughout the investigation and appropriate measures are in place to safeguard the client during the investigation process, whilst cooperating with any external body.</p> <p>Care Professional Safeguarding Training - Care Professionals have appropriate safeguarding training and encouraged to download NHS safeguarding app resource for healthcare professional. Care Professionals also have access to the Home Instead Safeguarding policy within their employee handbook.</p> <p>Care Professional Recruitment Process–We have a commitment to safe recruitment, selection, and vetting. Employees are subject to an Enhanced DBS Check, along with registration through Social Care Wales. We seek 2 professional references and 2 Personal references and contact previous employer associated with Care to seek reason for leaving.</p> <p>Mental Capacity Act and (POA)- If a client lacks capacity after completing a Capacity Assessment under the Mental Health Capacity Act 2005 by an appropriate authority we ask client appointed individuals, who have appropriate documentation in the form of a (POA) document. We liaise with the appropriate individual who is authorised to represent our clients. Where a (POA) has not been assigned to make decisions on behalf of the client, within the individual's best interest and in a way that the client would decide for themselves, we complete a Best Interest form –this occurs when an individual has lost their capacity before a (POA) has been assigned.</p> <p>Reviewing and Risk Assessing -Service Reviews and risk assessments of the client's property including any equipment or aids used are complete. We keep clients safe by auditing daily activity logs, and the Care Professionals use a safe phone App (IQ timecard) to log complete daily tasks and administration of medication. This allows us to see in real time and audit/sign off daily. The electronic medication recording system will send a reminder 10 minutes before the end of the visit to the Care Professionals and office team if the medication hasn't been recorded by the client; this is to prevent any missed medication.</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) 61

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	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Catheter Training Mindfulness training Analytical CRM training	
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
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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

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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Consultative Mindset Safeguarding Adults Medication 1 - Classifications and Forms of Medication Medication 2 - Legislation and Responsibilities Medication 3 - Administering, Recording, Storing and Disposing of Medicines Medication 4 - Supporting a Client Service Enquiries 1 - Preparation Service Enquiries 2 - Responding to an Enquiry Service Enquiries 3 - Following Up ACP Module 1 - Basic Navigation and Configuration ACP Module 2 - Client Records ACP Module 3 - Care Schedules ACP Module 4 - The App for Care Professionals ACP Module 5 - Monitoring & Auditing ACP Module 6 - The App for Families APP Caregiver Portal and Portal Management for Key Players APP Scheduling Module 1 - Recurring Schedules APP Scheduling Module 2 - Generation and the Timeline APP Scheduling Module 3 - Allocating Visits APP Scheduling Module 4 - Templating APP Scheduling Module 5 - Day to Day Changes APP Scheduling Module 6 - Ad-hoc Visits APP Scheduling Module 7 - Sending Timesheets APP Finance Management Module 1 - Reconciliation, Mileage and Expenses
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Contractual Arrangements	
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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.	
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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	
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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	
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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.	
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Filled and vacant posts	
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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	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Plan Writing 1 - Understanding Outcomes Care Plan Writing 2 - Understanding Section 1 Care Plan Writing 3 - Understanding Section 2 Care Plan Writing 4 - Understanding Section 3 Care Plan Writing 5 - Understanding Section 4 Care Plan Writing 6 - Understanding Section 5 Care Plan Writing 7 - Understanding Section 6 Care Plan Writing 8 - Understanding Section 7 Care Plan Writing 9 - Needs, Risk Assessment and Required Services Cybersecurity Awareness Data Protection and GDPR Display Screen Equipment (DSE) Lone Working and Personal Safety Awareness Health and Safety Awareness Document and Record Keeping APP Scheduling Module 1 - Recurring Schedules

#### 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 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?	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	
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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding Adults Basic Life Support Infection Control Medication 1 - Classifications and Forms of Medication Medication 2 - Legislation and Responsibilities Medication 3 - Administering, Recording, Storing and Disposing of Medicines Medication 4 - Supporting a Client
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	1
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
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.	1. Domiciliary Care Professional Supporting clients in their own homes with home help, companionship and personal care support  2. Live In Care Professionals Supporting clients 24/7 basis within their own home

Filled and vacant posts	
No. of staff in post	76
No. of posts vacant	10
<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	74
Health & Safety	74
Equality, Diversity & Human Rights	74
Manual Handling	68
Safeguarding	74
Dementia	35
Positive Behaviour Management	0
Food Hygiene	74
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>All Wales Induction Framework Section 1: Principles and Values (Adults)</p> <p>All Wales Induction Framework Section 3: Health and Well-Being (Adults)</p> <p>All Wales Induction Framework Section 5: Professional Practice as a Health and Social Care Worker</p> <p>All Wales Induction Framework Section 6: Safeguarding Individuals</p> <p>All Wales Induction Framework Section 7: Health and Safety</p> <p>Assisting and Moving People</p> <p>Basic Life Support</p> <p>Building Relationships</p> <p>Data Protection for Care Professionals</p> <p>Dementia Awareness</p> <p>Duty of Candour</p> <p>Fluids and Nutrition Awareness</p> <p>Food Safety 1 - Food Safety Basics and The Law</p> <p>Infection Control</p> <p>Lone Working and Personal Safety Awareness</p> <p>Medication 1 - Classifications and Forms of Medication</p> <p>Medication 2 - Legislation and Responsibilities</p> <p>Medication 3 - Administering, Recording, Storing and Disposing of Medicines</p> <p>Medication 4 - Supporting a Client</p> <p>Medication - Nasal Drop Administration</p> <p>Medication - Topical Administration</p> <p>Medication Ear Drop &amp; Eye Drop Administration</p> <p>Personal Care - The Basics</p> <p>Safe Client, Safe Care Professional</p> <p>Safeguarding Adults</p> <p>Sepsis Awareness: Early Detection and Care</p> <p>Stroke Awareness</p> <p>The Ageing Process</p> <p>Lone Working and Personal Safety</p> <p>Personal Care</p> <p>Managing Stoma Care</p> <p>End of Life Awareness</p> <p>Manual Handling</p> <p>GDPR</p> <p>Oral Health - Natural Teeth and Dentures</p> <p>Epilepsy Awareness</p> <p>Autism Awareness</p> <p>Parkinsons</p> <p>End of Life</p>
Contractual Arrangements	
No. of permanent staff	11
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	66
<div style="border: 1px solid green; padding: 5px;">           Outline below the number of permanent and fixed term contact staff by hours worked per week.         </div>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 5px;">           Staff Qualifications         </div>	
No. of staff who have the required qualification	36
No. of staff working toward required/recommended qualification	17