

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:	Gofal Seibiant Care Ltd	
The provider was registered on:	07/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gofal Seibiant Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/11/2018
	Responsible Individual(s)	Alison Hughes
	Manager(s)	Llinos DeWolf
	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	The training will be influenced by the needs of the service and the skill mix of the existing team, as well as the new entrants. Staff training needs are also identified through supervisions, spot checks, appraisals and service specific needs for clients.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The HR strategy for the service is to take on a more visible, active and engaging approach to the recruitment of staff. The staff are offered good terms and conditions, training opportunities to further support the mandatory, core training needs. Training has been provided to develop new, supportive roles, expand the knowledge base of staff and encourage more people into the care sector.

Service Profile

Service Details

Name of Service	Gofal Seibiant Care Ltd
Telephone Number	01248665410
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?	206
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.43
The maximum hourly rate payable during the last financial year?	27.95

Complaints

What was the total number of formal complaints made during the last financial year?	10
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	7
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Individuals that use the service, their families and friends are encouraged to complete quality questionnaires. The service has used social media to engage with the communities in which the service provides care.

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 gain the views/thoughts of a sample of our clients/families every 3 months, and this could be by phone calls, questionnaires or visits. We like to hear from all the clients to determine what they would like to receive from us and how they want their care carried out. Also, we try to determine what has changed for them during the last three months so that we can ensure the service fits their current need. Questionnaires can be a valuable tool for gathering feedback from service users. They can help to identify areas that require improvement, as well as highlight what is working well. By analysing the responses, we can identify trends and make changes to address any issues that are identified. We have hosted tea and coffee days in the community these can be a great way to engage with the community and gather feedback in a more informal setting. This can also help to build relationships and promote a sense of community ownership. Taking our retired ambulance out to the community can provide an opportunity for service users to come and see us and discuss where we can improve.
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<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 managers we have in place keep a close eye on the health needs of the clients and are responsible for ensuring any health professional is called if anything arises. The staff keep a detailed record daily on handover and in the notes and ensures that the manager is informed if any issues arise. The manager also keeps a record in their rolling risk assessment document of events of note.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We encourage all the clients to feedback to us to determine whether they feel safe from abuse and neglect. Our recruitment procedures ensure that all staff have a current DBS and all references applied for are followed up and all staff are fully trained and skilled to deliver the service in a safe manner. Our managers are competent in Safeguarding policies and know what their roles are in depth and all managers have been trained in designated safeguarding persons. All staff are trained in our Safeguarding policies. We strive to make sure that all staff are aware of our safeguarding policies on induction and all staff are fully aware of their responsibilities, but one area of improvement and action is to ask the client what their understanding is of their safety and how we manage it. We work closely with members of the CRT to ensure we collectively work towards managing any risks.</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>25</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>1</p>
	<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'.</p>	
	<p>Induction</p>	<p>2</p>
	<p>Health & Safety</p>	<p>2</p>

Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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	5
No. of posts vacant	7

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	3
Equality, Diversity & Human Rights	4
Manual Handling	6
Safeguarding	3
Dementia	2
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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

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)	3
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	5
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
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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	57
No. of posts vacant	19

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	51
Health & Safety	38
Equality, Diversity & Human Rights	16
Manual Handling	46
Safeguarding	33
Dementia	6
Positive Behaviour Management	11
Food Hygiene	40
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	51
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	10
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)	17
No. of part-time staff (16 hours or under per week)	24
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	32
No. of staff working towards the required/recommended qualification	11
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.	Enablement Therapist- supporting individuals to maintain their current level of independence by supporting them to stay active.
Filled and vacant posts	
No. of staff in post	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	1
Manual Handling	2
Safeguarding	2
Dementia	2

Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Provision of Community equipment BTEC Manual Handling
Contractual Arrangements	
No. of permanent staff	8
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)	7
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0