

# 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 Ystwyth Care Limited	
The provider was registered on:	22/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Gofal Ystwyth Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Nancy Cross
	Manager(s)	Nancy Cross
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service
	Gofal Ystwyth Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/08/2018
	Responsible Individual(s)	Nancy Cross
	Manager(s)	Nancy Cross
Partnership Area	Powys	
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	Initial induction training entails acquiring certificates of achievement via E-learning in: Safe administration of medicines; risk management, safeguarding children & adults Level 1, mental capacity Act, food and hygiene, connect to kindness, manual handling e-learning; followed by practical All wales manual handling passport, equality and diversity, introduction to care and personal care, emergency first Aid at work and infection control. All staff have to shadow experienced carers initially
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our certificate of sponsorship from the Home Office now allows us to recruit foreign carers from abroad/uni, which has facilitated the increase of care hours provision. We also employed new carers by word of mouth from the local university. We have been successful in retaining staff as we pay more than the Living Wage, this has allowed us to compete with other industries. 3 carers have retired in the last financial year. Carers availability rota system has also facilitated retention of staff.

## Service Profile

Service Details

Name of Service	Gofal Ystwyth Care
Telephone Number	01970612867
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	We strive to adhere to the Active Offer to provide services user s the opportunity to be assigned Welsh-speaking staff.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	70
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.10
The maximum hourly rate payable during the last financial year?	22.50

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?	GYC sends out quality assurance questionnaires twice a year to service users, their advocates and other agencies that work closely with them. We also carry out service user reviews quarterly and service users are always reminded to contact the care manager if they have any concerns, complaints, queries or compliments regarding the care they are receiving.

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.

The care manager who is also the responsible individual ensures that a full initial assessment is carried out with all new service users. This assessment comprises service user overview notes, needs assessment, manual handling assessment, medication risk assessment, C.O.S.H.H, environmental assessment and a detailed, personalised, person-centered care plan. This care plan is drafted with the input of each service user and their advocate(s) where required. The service user's voice has to be heard in the care plan and they have full control of what sort of care they want, how they want it delivered, by whom e.g. gender of carer and the end goal plan. We ensure that all communication with the service user is done in their language of choice and when communication aids and support are required, we facilitate this e.g. delivered in the medium of Welsh or a translator is provided. Where other relevant agencies are required in the delivery of the service, we proactively seek the consent of the service user to involve them. We continually communicate with the carers regarding the well-being of the service user, and the carers are encouraged to advocate on behalf of the service users to the office, regarding issues that may arise. We continue to carry out quarterly reviews with service users, which gives them the chance to raise any concerns or discuss the progress of their care. We form private messaging groups with service users, their families and advocates, this ensures that there is a channel of communication that is open to all the relevant individuals. Carers are well trained in ensuring to always give service users choice and a say in decision making on a day to day basis, and we emphasize the importance of independence and listening to the service user's preferences when delivering care. We encourage all carers to deliver person-centred care and the need to adhere to care plans as these are personally tailored to the service users needs.

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.

In GYC we work closely with other relevant agencies to ensure we support service users to maintain good ongoing health, development and overall well being. We do this by: involving district nurses and GPs when required to come and assess a service user's health, mobility, skin integrity or continence management. We ensure that the carers are well trained in the daily process of monitoring these areas of a service user's well-being and understand the importance of recording and reporting concerns or deterioration in these areas to the care manager in a timely manner. We also work closely with physiotherapists and occupational therapists in assessing service users, reporting of concerns and arranging for them to come and assess service users. In doing so we promote the independence of the service users by ensuring they have the right equipment to enable them to live as independently as possible, without having to always depend on care services. In involving the physios, we are taught how to support the service users with essential exercises that enable them to recover and rehabilitate and eventually cut down care or stop receiving care in the end. We also work closely with social workers and the social services to ensure relevant assessments are done and that the service users continue to receive the service that is right for them. Questionnaires returned by service users in regular quality of care reviews indicate a high degree of satisfaction with the care received by our service users.

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

GYC ensures that all the relevant policies and procedures that protect service users from abuse and harm are in place and are kept up to date. We ensure that all carers go through the full induction training which covers safeguarding, manual handling risk assessment, medication administration, personal care, monitoring and recording, first aid training, company policies and procedures, health and well being, infection control, whistleblowing, and code of professional conduct. Before commencing care all carers have to be introduced to the service user by the manager or an experienced carer, they do this by shadowing so they can learn the service users routine, needs and the way they want to be cared for. GYC has a recruitment process that ensures that all carers are DBS checked and provide references, and we also ensure that carers are registered with SCW. Carers are well informed on the need of spotting, watching out for, reporting and recording of any cases of abuse and harm. Carers understand that a lack of reporting of abuse or harm, can lead to disciplinary action or even dismissal, and carers are continually put through training to ensure they have a full understanding of their job role. All cases of abuse or neglect are reported to the relevant bodies in due time and the police are involved when required, this are also recorded on the CIW notification portal. Updated risk assessments are carried after any case of potential abuse or neglect and new measures are put in place to ensure that the individual is kept safe.

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)	23
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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	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	1
Dementia	0
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Emergency First Aid at Work - x2 Fire Safety Training - x3  One manager completed QCF Level 5 Leadership and Management in Adult Social Care during the re turn period.
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
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
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	No
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	

Filled and vacant posts	
No. of staff in post	25
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	29
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	21
Safeguarding	24
Dementia	0
Positive Behaviour Management	5
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>One carer commenced employment on 30/03/2023 and had therefore not completed training within the Annual Return period.</p> <p>NB 12 staff transferred to GYC under TUPE on 24/11/2022; they were all fully trained already in Health &amp; Safety, Manual Handling, Safeguarding, Dementia Care, Mental Capacity, Communication Techniques and Food Hygiene. They received induction training from GYC and are treated as continuing employees wrt refresher training in due course.</p> <p>We are currently sourcing explicit training for dementia; it is already included within induction training, health and safety, manual handling, safeguarding, for example, but we would like to enrol carers in an specific course on the condition.</p> <p>Training in caring for service users with autism has not previously been relevant to carers in the community; this training is very useful, however, for those carers working in the Maes y Mor setting (including the 12 mentioned above, who had already been trained) and we will be rolling it out across all those carers who work in Maes y Mor.</p> <p>After the 6 month probation period, all carers not already possessing it are registered to do the QCF level 2 qualification. This includes the All Wales Induction Framework in Health and Social care, including e.g. Dementia, positive behaviour management, rights-based approaches wrt health and social care, how to use person-centred approaches, positive relationships and professional boundaries, communication, and positive approaches to reduce restrictive practices in social care.</p>
Contractual Arrangements	
No. of permanent staff	6
No. of Fixed term contracted staff	7
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	12
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)	11

No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	8
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.	Well-being officer x1 - provides well-being support to service users in Maes y Mor extra care setting, including both individual support and group activities; Office administrator x1; Finance administrator x1
<div style="border: 1px solid green; padding: 5px;">Filled and vacant posts</div>	
No. of staff in post	3
No. of posts vacant	0
<div style="border: 1px solid green; padding: 5px;"> <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> </div>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
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.	
<div style="border: 1px solid green; padding: 5px;">Contractual Arrangements</div>	
No. of permanent staff	3
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
<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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 5px;">Staff Qualifications</div>	

No. of staff who have the required qualification	3
No. of staff working toward required/recommended qualification	0

## Service Profile

### Service Details

Name of Service	Gofal Ystwyth Care
Telephone Number	01970612867
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	n/a - no services provided in this area in this returns period

## 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?	n/a - no services provided in this area in this returns period

## 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



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.	n/a - no services provided in this area in this returns period
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.	n/a - no services provided in this area in this returns period
The extent to which people feel safe and protected from abuse and neglect.	n/a - no services provided in this area in this returns period

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
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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