

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:	Hand in Hand Community Care Limited	
The provider was registered on:	26/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hand in Hand Community Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/07/2018
	Responsible Individual(s)	Anna-Marie Gealy
	Manager(s)	Anna-Marie Gealy
	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	<p>Training is monitored via our Careplanner system. Mandatory training is booked on yearly refreshers such as All Wales Passport People Handling. Training is mainly accessed via the Local Authority Powys County Council. If staff ask for specific training this is looked into to meet their needs where relevant.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment is very difficult in the care sector. We are a small agency with pretty good staff retention. We have five cars on the road to help our staff so that they are not using their own vehicles for undertaking work and this hopefully assists to staff retention as do many other things. Our staff have yearly pay rises to remain competitive in our local area and to reward the staff that are the frontline of our business. We recruit generally via social media when recruitment is required.</p>

Service Profile

Service Details

Name of Service	Hand in Hand Community Care Limited
Telephone Number	01597850222
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?	10
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Fees Charged

The minimum hourly rate payable during the last financial year?	26.00
The maximum hourly rate payable during the last financial year?	27.00

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?	Home visits conducted by Manager and other office staff. Quality Assurance conducted

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.

<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>People feel they are heard, have choice and opportunities through many ways with Hand In Hand Community Care Ltd. Initially , a very detailed assessment is completed and this is built upon should there be any change in needs. A Care and Support Plan is created, reviewed and updated every three months. A copy remains in the client blue file at their property and another is retained on the client file at the office.</p> <p>ALL clients in the recent Quality of Care Review felt the service listened to them. They felt comfortable about asking for something, they knew who to contact if there were any concerns, and were happy that we communicated with them in their preferred language of choice. One commented “we communicate regularly” . Everyone stated that in the last six months there had been NO occasions where they felt not listened to and all felt there was nothing we as an agency could improve on.</p> <p>They felt they or their family members were given choice about their care and support. They felt:-</p> <ul style="list-style-type: none"> • Their care and support was provided in a dignified way • That as an agency we were responsive and proactive in identifying and mitigating risks and in supporting positive risk taking and independence • We sought medical advice when required and they or their family members were asked prior to seeking advice • The care and support provided met their needs and personal outcomes, and, • They were given choice about what clothes to wear for example daily. <p>Some clients felt they were supported with their personal development, this included being supported to do things that mattered to them and supported to be as independent as possible including self care/ self- medication. Other clients felt they were able to maintain their hobbies and interests, one felt the call time was not long enough for them to do this, and another commented that she was limited to moving around due to her mobility so therefore could not maintain some of her hobbies and interests. Family members commented that “they try and get nan out and about as much as they can”, “extra calls to go out and she likes to knit”, and another commented that “you help immensely by taking her out and changing her environment”. One client felt this section was not relevant to them.</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>In the recent Quality of Care Review clients felt they were supported with their emotional, mental health and well-being. They felt they were respected as individuals, they had choice, control and were listened to, the staff and management were understanding to their emotional/ mental health needs, that positive behaviours and outcomes were promoted within the agency and they experienced continuity. Clients felt safe and secure. One client stated that due to where she lives she did not feel safe and secure and therefore kept her door locked at all times. The Manager has worked with the individual supported around re-housing.</p> <p>One family member has stated “you get Nan out doing things if you can”.</p> <p>In respects to clients being supported to maintain a healthy diet and fluid intake, clients feel they are supported and there was a choice of food and drinks made available to them, some clients chose their own food but healthy choices were promoted. Clients have mentioned that although they have other arrangements for their meals throughout the day they feel that the agency monitored their nutritional intake and identified any risks of weight loss or dehydration and sought specialist advice when required. Clients are supported to maintain their skin integrity where required. Clients have mentioned that staff check their skin regularly , they were asked prior to any advice sought from District Nurses or GPs, the correct creams were offered and applied where required and they felt that the staff were trained and knowledgeable around skin integrity.</p> <p>Clients are supported around maintaining and managing continence. Where required clients have stated they are encouraged to maintain their independence as much as possible with personal toileting routines and their dignity was protected.</p> <p>Clients are supported to manage their sensory impairments appropriately. This includes glasses and hearing aids. Clients have stated they felt supported to access ongoing reviews and that their relevant aids were checked and maintained for them.</p> <p>Clients are supported with cognitive impairment. One client felt that we as a provider recognised and understood her needs as an individual, her care and support provided was relevant to her as an individual, she felt the staff were well trained and knowledgeable, able to communicate and help achieve positive outcomes with her, and she was given ongoing support and encouragement to motivate and take part in daily living.(no further space for more)</p>

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

Clients supported by HHC felt staff were trained and would be supportive to them if they were affected by any safeguarding concerns, they felt their rights were being met and protected from discrimination, and they felt safe and protected at home.

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) 10

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?	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	0
	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.	Level 5 in Health and Social 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
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?	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	15
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	4
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	0

Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safe Working Principles COVID19 including PPE Medication awareness and record keeping Respect and Dignity Supervisions Activities and Exercise Alcohol Misuse Hepatitis Pain Management Stress Management Wound Care
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	2
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)	5
No. of part-time staff (16 hours or under per week)	3
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No