

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:	HOME CARE WALES (ANGLESEY) LIMITED	
The provider was registered on:	01/03/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Home Care Wales	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/03/2023
	Responsible Individual(s)	Tecwyn Puryer
	Manager(s)	Jennifer Puryer
	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	Home Care Wales Was registered on the 1st of March 2023 and currently has only one employee. We have a training matrix in place that identifies all areas of mandatory training and when the training is due to be refreshed. We are working with an existing provider who have agreed to provide some elements of training in future alongside their in house training facility. All new staff will undergo an online package of mandatory training prior to commencing work with service users.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We currently have only one staff member but we intend to advertise for care staff via social media and through the local recruitment channels such as indeed. Retention of staff is a key part of our objective and as such, we will provide excellent pay and conditions to all full and part time staff with close leadership support available at all times.

Service Profile

Service Details

Name of Service	Home Care Wales
Telephone Number	07719046999
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

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?	25
The maximum hourly rate payable during the last financial year?	25

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?	When we commence providing service, all service users will be given a feedback questionnaire on a quarterly basis to allow service users to have an active and inclusive input in how we run and develop our service.

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)	Yes
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 seek to receive feedback on the care and support we provide through providing the service user with regular opportunity to provide feedback via a feedback questionnaire. It is important to us that the service user is included in all areas of their care and support and we work cooperatively with the service users to ensure that their voice is heard and they have choice in relation to the care they receive.

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.

Home Care Wales was registered on the 1st of March 2023 and at the time of writing this Annual Return, we have not yet begun to provide services. Once we begin providing services and receive feedback in relation to the happiness and support in relation to their ongoing health, development and wellbeing, we will record this progress in our quality of care review.

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

Home Care Wales was registered on the 1st of March 2023 and at the time of writing this Annual Return, we have not yet begun to provide services. Once we begin providing services and receive feedback in relation to the happiness and support in relation to their ongoing health, development and wellbeing, we will record this progress in our quality of care review.

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) 1

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 1

Health & Safety 1

Equality, Diversity & Human Rights 1

Manual Handling 1

Safeguarding 1

Dementia 1

Positive Behaviour Management 1

Food Hygiene 1

Please outline any additional training undertaken pertinent to this role which is not outlined above.

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?	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