

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 Instead Senior Care Newport	
The provider was registered on:	07/01/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	PKL Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/01/2019
	Responsible Individual(s)	Karen Clatworthy
	Manager(s)	Elinor Woolhouse-Jones
	Partnership Area	Gwent
	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	All new starters complete a 3 day induction program that includes medication, manual handling and basic life. Before going out into the community they have to complete mandatory E-learning on "MY Learning Cloud". This is monitored by our training admin assistant. Throughout the next 12 weeks they are required to complete the rest of the E-learning. There is continuous learning throughout the colleagues year. Certain subjects expire and they would have to recomplete. this is also monitored
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment strategy is 3 fold - 1. Online recruitment- through facebook, indeed and other recruitment websites. 2. Community events - going to local job fairs, community activities (memory Cafes, Coffee shops) 3. Overseas recruitment - sponsoring colleagues from overseas. Retention strategy - increased colleague pay to be competitive in the market. We pay travel time between calls. pay mileage between calls and have increased this to 40p per mile. Other benefits include Home Instead benefits

Service Profile

Service Details

Name of Service	PKL Care Ltd
Telephone Number	01633740028
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	188
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Fees Charged

The minimum hourly rate payable during the last financial year?	32
The maximum hourly rate payable during the last financial year?	34

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?	letters, Newsletters, website, face to face, phone calls, social media, community events, email

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>At Home Instead Newport, Cwmbran and Chepstow, we pride ourselves in ensuring all clients have a say in the service that they receive. It is important that clients are heavily involved in the planning of their own care to highlight the needs and most importantly the wants of the individual. To ensure that we can provide this level of involvement, Home Instead carry out an extensive assessment process with their clients to create a personalised plan outlining achievable outcomes. The initial assessment covers a telephone call to gather basic information and to discuss the services that we provide, where the client is happy to proceed, we then arrange to visit them in their home. At every point of contact during this assessment we will find a way to ensure the best possible care.</p> <p>We constantly review the care provided to each client with the client and their family. Throughout the year we hold two Quality Assurances and two Service reviews with each client to understand and how we can improve and understand their needs.</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>Home Instead Newport, Cwmbran, and Chepstow carry out Quality Assurance visits, Service Reviews, Care professional support visits, 1-to-1 supervisions. Annual appraisals and hold Quarterly Team Meetings. We also carry out daily huddles, weekly meetings, monthly meetings, and well-being calls. These are all used to collect information regarding the service that we provide and the ways we may be able to improve our services.</p> <p>We complete regular Medication and Moving, and Handling competency checks on our Care Professionals, we complete their first competency checks within their first two weeks of working within the community and we continue to review and complete every 3 months or as and when required. The checks help to support the Care Professionals in their role and identify any training needs to ensure that the team are fully equipped and knowledgeable to carry out their role in a safe manner. All Care Professionals have access to our electronic learning system known as My Learning Cloud, this allows Care Professionals to take control of their own learning and development. The content of the Care professional learning within My Learning Cloud is also used as evidence for their Social Care Wales registration which is a requirement of the Welsh Government ensuring fitness to practice within the Health and Social Care sector.</p> <p>Home Instead encourage the client & Care Professionals to build strong relationships by matching them on likes & interests, this has a very positive impact on the quality of care but means that when a client becomes unwell or passes away the Care Professionals are significantly impacted emotionally. We offer an Employee Assistance Programme called Health Assured, which is anonymous, free online or over the phone counselling, this does not have to be for work related issues, the scheme covers several issues from financial worries to family.</p> <p>Every Care Professional has a Personal Development Plan designed on ongoing learning to improve. This is created and reviewed during the Supervisions and Appraisals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Home Instead Newport, Cwmbran & Chepstow is committed to ensuring that clients are safe from harm and are cared for to the highest standard in the safety of their own home. Home Instead Newport, Cwmbran & Chepstow does this by ensuring the welfare of the client is always paramount and all clients, without exception, have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality, marital status, gender reassignment etc.</p> <p>Clients and their families are informed of our policy and procedures during the initial visit and at other times when appropriate and certainly upon request. Home Instead Safeguarding policy is always available to anyone with an interest in our services.</p> <p>Any concerns or allegations of abuse are taken seriously and responded to appropriately in a professional, caring, and transparent way so that the individual and, or, their family are kept up to date with the investigation details and what steps are being taken to ensure the safety of the individual during the investigation process, whilst cooperating with any external body.</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) 28

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
<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>	
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	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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
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?	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	1
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	2
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.	Medication competency assessor
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 social care worker	2
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
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	1
<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	2
Health & Safety	2
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 social care worker	2

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
<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>	
Filled and vacant posts	
No. of staff in post	68
No. of posts vacant	5
<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	65
Health & Safety	68
Equality, Diversity & Human Rights	68
Manual Handling	68
Safeguarding	68
Dementia	68
Positive Behaviour Management	68
Food Hygiene	68
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication - 68 Food Safety - 68
Contractual Arrangements	
No. of permanent staff	13
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	56
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)	6
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	56
No. of staff working towards the required/recommended qualification	12
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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