

# 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:	I-Care Dom Care Ltd	
The provider was registered on:	19/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	I-Care Western Bay	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Lisa Taylor
	Manager(s)	Louise Teesdale
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	I-Care Cardiff	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Lisa Taylor
	Manager(s)	Intisar Zirga
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	I-Care Owrbran	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/03/2019
	Responsible Individual(s)	Lisa Taylor
	Manager(s)	Laura Harris
	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 staff training needs and requirements are kept on our Training Tacker and Matrix, a month before training is due to expire training officer will receive an alert. Communication then commences between Coordinator, training office and staff member to discuss what required and how best to meet is the requirements in the given time. On completion Training Tracker and systems are updated and certificates are then placed in the staff member training file. All reviewed monthly by manager and RI
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Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We use many different avenues to attract staff recruitment webpages, social media and word of mouth. We ensure applicants are suitable and the legal required checks are carried out on commencing employment we fully support over the probation period. We continually looking at ways to engage/communicate with staff including meetings, forums, newsletter. we hold family events, coffee morning, team building, quiz's. We offer annual bonus and monthly raffles

## Service Profile

### Service Details

Name of Service	I-Care Cardiff
Telephone Number	02920624490
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	Welsh

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	78
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.50
The maximum hourly rate payable during the last financial year?	19.50

### 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?	Reviews carried out quarterly with Service User/representative/ social worker Quality Assurance survey every 6 months Social media

### 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	Yes
List 'Other' forms of non-verbal communication used	Will implement methods if and when needed - currently none needed

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 carry out an assessment/risk assessment which focuses on the client's preferences/choice/cultural needs/background and what is important to them, this aids the development of a Care Plan, highlighting how the outcomes will be achieved and measured then throughout the life time the service is continually monitored to ensure that the outcomes are being achieved. All the monitoring process and system we put in place are effective, achieve results and are understood by everyone. The information from our process/systems are analysed, shared and discussed with all parties. We take all feedback/result seriously whether positive or negative and act on them accordingly. To improve our service we need to know what problems if any exist and recognise the importance of acknowledging good practices. We undertake a survey every 6 months involving clients/ stakeholders/ staff. The information is collated and examined by our managers. On analysis of the data we can gauge respondents' perceptions, opinions/concerns on support, plus observations and possible suggestions regarding the company and its standards. Negative feedback is acknowledged immediately. Appropriate action is promptly taken to explain or improve our procedures. The results from these surveys are shared with all parties. We use all this data to form part of our Quality Management Review. We asked direct question to the Service Users/family/representatives to enable us to establish that all involved feel that their voices are being heard and they have choices around their care. This data is compiled every 6 months into a Care Review report the last one was completed in November 2022. The results showed that a total of 92% of people using the service felt that their voice was heard and had sufficient input into their care needs, we received positive feedback regarding support given and offered by staff. The 8% who gave an overall negative response to the questions had issues around additional task that they would like to have carried out which did not fall under the criteria of the Local Authority this was explained and the offer of a private service was given. Feedback suggests that people place great significance upon their ability to maintain their independence within their chosen lifestyles as far as they possibly can. This includes life within their own homes, special needs, culture, and community involvement to name but a few. Overall responses showed an improvement over the last 6 months.

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 our care review survey we ask direct questions about the service people receive.  
 Is the service meeting your current needs?  
 Do you feel treated with respect, care and compassion at all times?  
 Do you feel the care you received by the organisation and its staff enables you to live as independently as possible?  
 This data is compiled every 6 months into a Care Review report the last one was completed in November 2022. The results showed that a total of 96% of people using the service are happy/satisfied that we are supporting them to maintain their ongoing health, development and wellbeing. There is evidence that we have re-enabled people to live more independently which has included involvement from other health professionals. Overall responses showed an improvement over the last 6 months.

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

In our care review survey we ask direct questions about the service people receive  
 Do you feel treated with respect, care and compassion at all times?  
 Are confidence in contacting a member of our staff at any time – day or night?  
 Do you know how to make a complaint and if have so how do you feel the manner it was dealt with?  
 Are you comfortable with the care staff attending the call?  
 In the last survey all answers to the above questions were answered positively, with remarks made about how supportive care staff and office staff are additional comments were made to say that

- 'Always familiar faces very important for peace of mind'
- 'I am very pleased with the care I receive'
- 'Always someone to talk to'

Abuse to a vulnerable person is something difficult for them to recognise the results show that people are confident and happy to talk openly to all our staff if they are unhappy, worried or an issue arises. There have been no Safeguarding issues raised in the last year

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) 29

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
Manual Handling	0	

Safeguarding	0
Dementia	0
Positive Behaviour Management	3
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Supervision and management, Mental Wellbeing
<b>Contractual Arrangements</b>	
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
<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)	1
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	1
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?	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>	
<b>Filled and vacant posts</b>	
No. of staff in post	3
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b>	
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	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.	
<b>Contractual Arrangements</b>	
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
<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)	3
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 social care worker	3
No. of staff working towards the required/recommended qualification	0
<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?	No
<b>Other types of staff</b>	
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.	care worker
<b>Filled and vacant posts</b>	
No. of staff in post	35
No. of posts vacant	4
<b>Training undertaken during the last financial year for this role type.</b> 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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	14

Safeguarding	14
Dementia	14
Positive Behaviour Management	12
Food Hygiene	11
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	35
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	35
<b>Staff Qualifications</b>	
No. of staff who have the required qualification	27
No. of staff working toward required/recommended qualification	8

#### Service Profile

##### Service Details

Name of Service	I-Care Cwmbran
Telephone Number	01633862852
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?	61
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	18.49
The maximum hourly rate payable during the last financial year?	24.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	there are many different ways in which we communicate with people using the service after the service has commenced. Quarterly reviews, Care review reports, CIW reports, Facebook, Instagram, Twitter, Letter, emails, telephone

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	Yes
List 'Other' forms of non-verbal communication used	Will implement methods if and when needed - currently none needed

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>We carry out an assessment/risk assessment which focuses on the client's preferences/choice/cultural needs/background and what is important to them, this aids the development of a Care Plan, highlighting how the outcomes will be achieved and measured then throughout the life time the service is continually monitored to ensure that the outcomes are being achieved. All the monitoring process and system we put in place are effective, achieve results and are understood by everyone. The information from our process/systems are analysed, shared and discussed with all parties. We take all feedback/result seriously whether positive or negative and act on them accordingly. To improve our service we need to know what problems if any exist and recognise the importance of acknowledging good practices. We undertake a survey every 6 months involving clients/ stakeholders/ staff. The information is collated and examined by our managers. On analysis of the data we can gauge respondents' perceptions, opinions/concerns on support, plus observations and possible suggestions regarding the company and its standards. Negative feedback is acknowledged immediately. Appropriate action is promptly taken to explain or improve our procedures. The results from these surveys are shared with all parties. We use all this data to form part of our Quality Management Review. We asked direct question to the Service Users/family/representatives to enable us to establish that all involved feel that their voices are being heard and they have choices around their care. This data is compiled every 6 months into a Care Review report the last one was completed in September 2022. Results showed a total of 88% of people using the service felt that their voice was heard and had sufficient input into their care needs, we received positive feedback regarding support given/offered by staff. Overall negative response to the questions were around call times where people would like to have an earlier than agreed call time but we are unable to accommodate also people commented that they would like extra support for social activities, a private service was offered. Feedback suggests that people place great significance upon their ability to maintain their independence within their chosen lifestyles as far as they possibly can. This includes life within their own homes, special needs, culture, and community involvement to name but a few. Overall responses showed results were on par from last review</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 our care review survey we ask direct questions about the service people receive. Is the service meeting your current needs? Do you feel treated with respect, care and compassion at all times? Do you feel the care you received by the organisation and its staff enables you to live as independently as possible? This data is compiled every 6 months into a Care Review report the last one was completed in September 2022. The results showed that a total of 92% of people using the service are happy/satisfied that we are supporting them to maintain their ongoing health, development and wellbeing. There is evidence that we have re-enabled people to live more independently which has included involvement from other health professionals.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>In our care review survey we ask direct questions about the service people receive Do you feel treated with respect, care and compassion at all times? Are confidence in contacting a member of our staff at any time – day or night? Do you know how to make a complaint and if have so how do you feel the manner it was dealt with? Are you comfortable with the care staff attending the call? In the last survey all answers to the above questions were answered positively, with remarks made about how supportive care staff and office staff are. Abuse to a vulnerable person is something difficult for them to recognise and can occur from family or friends, the results show that people are confident and happy to talk openly to all our staff if they are unhappy, worried or an issue arises. There have been no Safeguarding concerns upheld in the last year</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) 17

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
<b>Staff Qualifications</b>	
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
<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?	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.	
<b>Filled and vacant posts</b>	
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	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.	
<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
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
<b>Staff Qualifications</b>	
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?	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.	
<b>Filled and vacant posts</b>	
No. of staff in post	26
No. of posts vacant	3
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	14
Health & Safety	14
Equality, Diversity & Human Rights	14
Manual Handling	15
Safeguarding	14
Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
No. of permanent staff	26
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)	0
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	26

### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
No. of staff working towards the required/recommended qualification	7
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

### Service Profile

#### Service Details

Name of Service	I-Care Western Bay
Telephone Number	01792794320
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?	179
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#### Fees Charged

The minimum hourly rate payable during the last financial year?	18.50
The maximum hourly rate payable during the last financial year?	19.50

#### 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?	Reviews carried out quarterly with Service User/representative/ social worker Quality Assurance survey every 6 months Social media

#### 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	Yes
List 'Other' forms of non-verbal communication used	Will implement methods if and when needed - currently none needed

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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Set out your statement of compliance in respect to the four well-being areas below.

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We carry out an assessment/risk assessment which focuses on the client's preferences/choice/cultural needs/background and what is important to them, this aids the development of a Care Plan, highlighting how the outcomes will be achieved and measured then throughout the life time the service is continually monitored to ensure that the outcomes are being achieved. All the monitoring process and system we put in place are effective, achieve results and are understood by everyone. The information from our process/systems are analysed, shared and discussed with all parties. We take all feedback/result seriously whether positive or negative and act on them accordingly. To improve our service we need to know what problems if any exist and recognise the importance of acknowledging good practices. We undertake a survey every 6 months involving clients/ stakeholders/ staff. The information is collated and examined by our managers. On analysis of the data we can gauge respondents' perceptions, opinions/concerns on support, plus observations and possible suggestions regarding the company and its standards. Negative feedback is acknowledged immediately. Appropriate action is promptly taken to explain or improve our procedures. The results from these surveys are shared with all parties. We use all this data to form part of our Quality Management Review. We asked direct question to the Service Users/family/representatives to enable us to establish that all involved feel that their voices are being heard and they have choices around their care. This data is compiled every 6 months into a Care Review report the last one was completed in October 2022. The results showed that a total of 90% of people using the service felt that their voice was heard and had sufficient input into their care needs, we received positive feedback regarding support given and offered by staff. Feedback suggests that people place great significance upon their ability to maintain their independence within their chosen lifestyles as far as they possibly can. This includes life within their own homes, special needs, culture, and community involvement to name but a few. Overall responses showed an improvement over the last 6 months.

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 our care review survey we ask direct questions about the service people receive.  
Is the service meeting your current needs?  
Do you feel treated with respect, care and compassion at all times?  
Do you feel the care you received by the organisation and its staff enables you to live as independently as possible?  
This data is compiled every 6 months into a Care Review report the last one was completed in October 2022. The results showed that a total of 95% of people using the service are happy/satisfied that we are supporting them to maintain their ongoing health, development and wellbeing. There is evidence that we have re-enabled people to live more independently which has included involvement from other health professionals.

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

In our care review survey we ask direct questions about the service people receive  
 Do you feel treated with respect, care and compassion at all times?  
 Are confidence in contacting a member of our staff at any time – day or night?  
 Do you know how to make a complaint and if have so how do you feel the manner it was dealt with?  
 Are you comfortable with the care staff attending the call?  
 In the last survey all answers to the above questions were answered positively, with remarks made about how supportive care staff and office staff are. Abuse to a vulnerable person is something difficult for them to recognise and can occur from family or friends, the results show that people are confident and happy to talk openly to all our staff if they are unhappy, worried or an issue arises.  
 There have been no Safeguarding issues or concerns upheld in the last year

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)	46
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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	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	0
	Equality, Diversity & Human Rights	0
Manual Handling	0	
Safeguarding	0	
Dementia	0	

Positive Behaviour Management	0
Food Hygiene	0
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?	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	3
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	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	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
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)	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	3
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?	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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care worker Business admin, office duties and housekeeping
Filled and vacant posts	
No. of staff in post	56
No. of posts vacant	3
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	26
Health & Safety	25
Equality, Diversity & Human Rights	26
Manual Handling	30
Safeguarding	26
Dementia	26

Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MAR training
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	56
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: 2px;">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)	0
No. of part-time staff (16 hours or under per week)	55
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	49
No. of staff working toward required/recommended qualification	6