

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:	Janet Roberts Care Agency	
The provider was registered on:	22/01/2019	
The following lists the provider conditions:	Dilys Thelma Janet Roberts is a partner Nicola Zara Griffiths is a partner	
The regulated services delivered by this provider were:	Janet Roberts Care Agency	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	22/01/2019
	Responsible Individual(s)	Nicola Griffiths
	Manager(s)	Dilys Roberts
	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	Effective workforce planning ensures appropriate levels of staff are available to deliver safe, high-quality care to patients and service users. Development needs are identified at several levels: those that apply to the organisation, those at team level and those which apply to a particular individual. Strategies are in place to identify training and development needs at each of these levels and collectively these are summarised in our training and development plan.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	There is a real and enduring challenge for employers within the sector to recruit, develop and retain the right people to deliver high quality, person-centred care and support services. Attracting the right people, with the right values, behaviours and attitudes to work in adult social care is vital. This includes paying above the National Living Wage and developing a positive organisational culture, where staff are supported and valued and have opportunities to enhance their skills.

Service Profile

Service Details

Name of Service	Janet Roberts Care Agency
Telephone Number	01352715627
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?	107
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.13
The maximum hourly rate payable during the last financial year?	20.13

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?	The dignity, privacy and independence of service users and their rights to take their own decisions about their care and treatment is at the forefront of our service delivery. Engagement with service users is fundamental to providing a personalised service that will meet their individual needs and desired outcomes. Co-production involves people who use services being consulted, included, and working together from the start and includes both formal and informal arrangements such as regular reviews, monitoring and discussions with both service users and their families and staff.

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>Involving people in their care and support means supporting people to manage their own health and wellbeing on a daily basis. We support people to become involved, as much as they want or are able to, in decisions about their care and giving them choice and control over the services they receive. We focus on what matters to the individual and provide them with the information, care and support to determine and achieve the outcomes that matter to them.</p> <p>People are encouraged and supported to make choices, and their individual preferences in terms of routines are recognised and valued. From the initial meeting, we involve people in their own care and support, shifting the focus from 'what is the matter with you?' to 'what matters to you?'. Not only does this acknowledge the individual as an expert in their own care, but it also gives people greater choice and control over the care and support they receive. To achieve this, the approach is a more inclusive conversation between staff, individuals and their families. By identifying needs and agreeing together the goals that matter to each person, care and support needs are better met and people are supported to manage their wellbeing.</p> <p>Personalised care and support planning are a systematic way of ensuring that individuals are supported through proactive conversations, focusing on what matters most to that individual and the support they need to manage their wellbeing. It is a process of sharing information, identifying care and support needs, discussing options, setting outcomes, documenting in the form of a care plan and monitoring progress through regular review.</p> <p>Detailed pre-assessments are thoroughly completed and incorporate information from local authority and health board as well as communication with the individual and their families. The pre-assessment documentation underpins individual service delivery plans. Service delivery plans are outcome focussed and are signed by both the person and a senior care worker and are reviewed at least every three months. People are being given the opportunity, and are being supported, to make choices that affect their lives wherever possible. People's wellbeing is maximised because they receive person centred, meaningful care and support.</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>People's lives can be transformed when they feel in control of their health and wellbeing and when they are able to shape their care and support to fit in with what matters to them. When people are involved in decisions about their care and support, they tend to choose care and support that align with their personal preferences and outcomes, optimising their physical and mental health and wellbeing.</p> <p>People's wellbeing is maximised because they receive person centred care and support where their individual preferences are valued. People receive the right care, at the right time, from staff who know them well. Daily records completed by staff evidence recommendations from professionals were being followed. Individuals receive the right care, at the right time, from staff who they have the opportunity to form positive relationships with.</p> <p>We offer both person and community-centred approaches that support people to self-manage, help to increase knowledge, skills and confidence to manage their health and wellbeing, improve outcomes and reduce social isolation and loneliness. Access to these approaches via personalised care and support planning is provided to all individuals that receive our services.</p> <p>We put health and wellbeing at the heart of a quality service, supporting both our staff and the individuals who use our service. This has always been embedded in our culture and getting it right can have a big impact including improving retention rates as well as supporting individuals to live the lives they want to.</p>

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

We have a responsibility for ensuring that people who use our service can live free from harm, abuse and neglect – fundamental to high quality care and support.

Staff are recruited in a way that protects people's safety. Staff undergo a range of training and are supported to increase their knowledge, understanding and skills. People benefit from motivated staff who work well as a team.

People using the service can be confident staff are recruited in a way that protects their safety. Pre-employment checks are carried out including application forms which list all previous employment with evidence suggesting any gaps in employment are investigated. Disclosure and barring service (DBS) checks are in all staff files and updated every three years. Two written references are also included, one of these from their previous employer.

Individuals can be confident they are supported by staff who have undertaken a range of training, and who are competent and confident in meeting their individual needs. Staff receive classroom training sessions in a range of topics including: first aid, health and safety, manual handling, safeguarding, medication, infection control and dementia.

It is important to keep high quality records. We set out high standards of record keeping for everyone to follow and ensure that they have good record keeping skills. Individual documents such as care plans and risk assessments are person centred, accurate and reviewed regularly. All records are clear and in a manner that can be easily understood by others. There are also records of regular staff supervision and team meetings and evidence that actions are followed up.

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)	18
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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
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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?	Yes
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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

Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	No
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Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
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List the role title(s) and a brief description of the role responsibilities.	The Business Manager provides a central role in team management responsible for promoting, managing, and coordinating care plans. From facilitating new packages and developing staff to overseeing recruitment and induction, central to service delivery. Ensuring people supported have person centred support plans which are regularly updated, ensuring high quality support is being provided to each individual.
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	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	1
No. of staff working toward required/recommended qualification	0