

# 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:	Lenpat Limited	
The provider was registered on:	27/09/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lenpat Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	27/09/2021
	Responsible Individual(s)	Margaret-Mary Arakpogun
	Manager(s)	Ellen Ogiemwonyi
	Partnership Area	Cardiff and Vale
	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	Lenpat Limited has a programme of training for staff to recognise the value of learning and development of competencies in order to deliver a high-quality service. For the majority of our training, we utilise the training and development department of Lenpat Limited, plus accredited training providers (Care Skills Academy for unlicensed care courses) for professional training/physical training (Health and Safety Group); development and coping strategies. Also utilises the Cardiff Learning Pool.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Ensuring staff are registered with Social Care Wales within 1 month of Induction. The Process involves Induction service Shadowing of at least 3 days depending on the experience of staff Registration into the All-Wales Induction Framework Training. Where required, enrolment to the QCF level 2 in Adult and social care. Retention: Providing flexible working hours, Matching the right staff with Service users, Providing mobility when necessary, Regular staff meetings, Supervision and appraisal

## Service Profile

### Service Details

Name of Service	Lenpat Limited
Telephone Number	02921320540
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	None

## Service Provision

### People Supported

How many people in total did the service provide care and support to during the last financial year?	38
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### Fees Charged

The minimum hourly rate payable during the last financial year?	19.02
The maximum hourly rate payable during the last financial year?	24.00

### Complaints

What was the total number of formal complaints made during the last financial year?	6
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?	Our current quality care questionnaire for service users survey is used to form the continuing service development and improve the service provided. This survey achieves a notable response rate of 90%, with almost all the service users expressing their views and being happy with the service provided. Regarding the satisfaction of Lenpat Limited, service users, and individual claims respectively their home care service enabled them to maintain their activities of daily Independently, and quality living standards of personal care and that make them feel they were listened to and had their wishes respected and inputted into their care plans. We have been collecting data from friends, family and service users concerning the care services provided by Lenpat Limited, the survey list was sent to our entire service users in order to measure our services and to learn from any short-sightedness we might be failing our clients. This forms Lenpat Limited quality care review and assurance audit

### 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	Writing on note pad

### 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>Lenpat Limited is a domiciliary care provider that offers qualitative care support to all individuals that patronize our service. Person Centred and a holistic approach are at the centre of our commitment to our Service Users. They are involved at every step in how their care is delivered and, their opinions and views are taken into account, to enhance their satisfaction with the care Lenpat Limited provides.</p> <p>Every service user is comprehensively assessed for his/her care needs before a package of care begins (we tend to carry out risk assessments and care needs assessments within 48 hours before the start of the package), a care plan and risk assessment are developed based on the needs and requirements of the individual, Lenpat Limited ensures that the care plan is consented to by the Service User or nominated family member before the commencement of the care delivery (all these is done with the service user as the centred of care). All carers are well trained and up to date with their training and matched to the Service User so as to deliver optimum care that meets the needs and personal outcomes of the Service User. Lenpat Limited constantly and regularly samples the view and opinions of Service Users and family members, and other Professionals involved in their care, Lenpat Limited reviews the care plan of our Service Users regularly (maximum of 3 months or as soon as a change is noted) to ensure we continue to meet their needs and provide high quality and safe care for both service users and staff.</p> <p>All Service users and their families have 24-hour phone services to Lenpat Limited and they are also welcome to the office during opening hours. Lenpat Limited has no record of missed calls due to the monitoring system put in place by using a care app to monitor staff login and out. A monthly visit is done by the manager and a telephone assurance is carried out afterwards. There is an improvement in response to complaints from service users by the manager using the work software which the service user can send directly to the manager or the 24-hour call number to call directly to the office. A monthly spot check for staff is conducted to ensure the quality of care being provided meet CIW standards</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>All our Service Users have commended us since the introduction of monitoring software, the punctuality has gone up, the time spent at Service User residence has also improved, the number of phone calls from service Users has drastically gone down and there has not been any complaint since the introduction of the software. An increase in spot checks and the number of visits by the managers has also led to improvement in compliance with the policy and procedures by staff members. Regularly sampling carers' views and opinions has also helped a safe and happy workplace</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All our care staff are properly checked, and references are received from previous employers.</p> <p>All our care staff are properly trained on all the tools and equipment they will be handling which is in addition to two weeks of induction training and shadowing. All their training is up to date and compliance with CIW requirements. All staff are aware of what to do not what to do in case of emergency. They follow the company policies including medication administration, safeguarding, falls, accident and incident reporting. All staff are registered with Social Care Wales. Lenpat Limited to develop its own STAFF AND Service User Matrix, to enhance the monitoring of both the training needs, Supervision, Staff spot check, appraisal among others, and care requirements of service users. The usage of a training provider that is compliant with CIW training regulations. Accessing training from providers that are not only Web-based but provide physical training, especially in Moving and Handling, Basic Life Support and Medication Administration and Safeguarding of Vulnerable Adults. Lenpat Limited now has in-house training for continuous up-to-date training on physical training.</p> <ul style="list-style-type: none"> <li>• Authenticate copies of staff certificates are kept on file as well as the provider Matrix.</li> <li>• Monitoring reports of improvement as a result of training (this is continuous).</li> <li>• Appraisal interview report</li> </ul>

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)	12
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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
	<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>	
	<p>Filled and vacant posts</p>	
	No. of staff in post	12
	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	17
	Health & Safety	15
	Equality, Diversity & Human Rights	15
	Manual Handling	15
	Safeguarding	15
	Dementia	15
	Positive Behaviour Management	15
	Food Hygiene	15

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Basic life support information governance fall awareness lone working end of life Baccal Midazolam care certificates mental health substance Misuse Dignity in care Fire safety Food hygiene Carer role Communication Complaint handling Epilepsy Person central care Managing continence AWWF Physical Manual handling Duty of care Recording information NVQ 2
<b>Contractual Arrangements</b>	
No. of permanent staff	0
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	6
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	12
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?	No
<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?	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	12

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	17
Health & Safety	17
Equality, Diversity & Human Rights	17
Manual Handling	17
Safeguarding	17
Dementia	17
Positive Behaviour Management	17
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	0
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	6
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	3
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.	Carer Worker Support Worker
<p>Filled and vacant posts</p>	
No. of staff in post	2
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	12
Health & Safety	12
Equality, Diversity & Human Rights	12
Manual Handling	12
Safeguarding	12

Dementia	12
Positive Behaviour Management	12
Food Hygiene	12
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
No. of permanent staff	0
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	6
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification	12
No. of staff working toward required/recommended qualification	3