

# 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:	LIVING HOPE SOCIAL CARE LIMITED	
The provider was registered on:	23/02/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Living Hope Social Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/02/2023
	Responsible Individual(s)	Petronellah MASEKO,
	Manager(s)	Petronellah MASEKO,
	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	Living Hope Social Care Ltd operates a robust training policy which includes online mandatory trainings, face to face training as well as complex needs trainings. For online trainings, we have online training provider, where all our staff can access their mandatory trainings. We also have training matrix which alerts us when our staff trainings are about to be due for renewal. Our policies and procedures are in place for our staff to adhere to which go hand in hand with our trainings.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	At Living Hope Social Care, we follow our safe recruitment policy. We advertise on recruitment websites, we shortlist, interview, DBS checks, x2 references etc. As a company, we value each member of our staff. We recognise that having the right staff enables effective delivery of care to all the service users and their families. As such we encourage adhoc supervisions, their continuous personal development to improve their skills, further their career and benefit people they provide care for.

## Service Profile

### Service Details

Name of Service	Living Hope Social Care Limited
Telephone Number	07868290777
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

Living Hope Social Care Limited ensures that its services are compatible with schedule 2 of The Regulated Services. It recognises that language is an intrinsic part of care and that people who need services in Welsh get offered them. We will have a key worker system that ensures that at 'named' staff members are 'matched' to service users who are Welsh speaking. We believe that it is important that we offer Welsh language services to those who are using the service.

## Service Provision

### People Supported

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

0

### Fees Charged

The minimum hourly rate payable during the last financial year?

0

The maximum hourly rate payable during the last financial year?

0

### 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?

Living Hope Social Care Limited has a comprehensive approach to quality monitoring and oversight for which the service manager and the responsible individual are responsible, and likewise for any improvement plans that follow from the quality assurance findings. Service users are given surveys and, where appropriate, their relatives or representatives, and other stakeholders to obtain their views and opinions on the service with the results made available to all concerned. Annual visit to all service users by a senior staff member to hear their views at first hand, asking them to complete the questionnaires about the service and care received. Encouraging them to use the complaints forms if not satisfied with the service provided, and giving them assurance that this will be dealt with following our complaints policies and procedures. With respect to service user feedback concerning the quality of Care Services provided this information is formally reviewed for content and action.

### 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

Yes

British Sign Language (BSL)

Yes

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.

Living Hope Social Care Ltd strives to offer a community service that promotes self-respect, independence and improves the quality of life for all service users. It Promotes independence by encouraging service users and or their representatives to participate as fully as possible in formulating service users' care plans. Living Hope Social Care Ltd provides person centered care and meets the service user's holistic needs. At Living Hope Social Care Ltd, we recognize the service user's ethnicity and diversity needs by ensuring religious, cultural, racial and gender identities are respected.  
(non – discriminatory approach). Living Hope Social Care Ltd takes pride in ensuring that our service users are always treated with dignity and respect. We respect the choices that they make and take them into consideration and apply them where they need to be applied e.g. if they prefer showers to baths, we ensure that this care planned so that anyone reading their care plan will know their preferences. We also ensure that all our service users are safeguarded from the risk of abuse and/or neglect. Any complaints they make about the care provided, this is taken seriously and dealt with, without affecting the care provided to our service users.  
We Respect our service user's requirement for privacy always and treat information related to service users in a confidential manner. Living Hope Social Care Ltd ensures that the quality of the service provided is of the highest standards possible and we provide person centered care plans ensuring clients are involved in every aspect of their care plans. If they lack capacity, then at Living Hope Social Care Ltd, we ensure that their representative e.g., advocate or social worker or their relative is involved in the care planning so as to meet the service user's needs and wishes.

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.

At Living Hope Social Care Ltd, we are committed to supporting individuals in achieving and maintaining their ongoing health, development, and wellbeing, no matter their age or background. We believe that by providing personalized care and support services, we can empower people to live their lives to the fullest, no matter their current circumstances. We recognize that ongoing health and wellbeing is a complex and multifaceted concept that requires a collaborative and holistic approach to care. As such, we work closely with other healthcare professionals, social workers, and community organisations to provide comprehensive support that addresses the full range of physical, emotional, and social needs of our clients. At Living Hope Social Care Ltd, we are committed to providing compassionate, high-quality care that enables individuals to achieve their full potential and live their lives with dignity and purpose.

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

Living Hope Social Care Limited is committed to protecting our clients from abuse. We are fully aware of the forms of abuse and the balance of power that can be exerted over service users. As a company working with vulnerable adults, we take any form of abuse as a serious matter. Staff receive POVA training in order to create awareness to the forms of abuse and the procedure to follow if they should witness abuse or have any reason for concern in relation to a client. Within Living Hope Social Care Limited, we have a Policy that specifically is related to Protecting our clients. Staff are encouraged to speak to a senior member of staff or line manager if they have any concerns regarding the policy and procedures relating to the protection of vulnerable adult. Living Hope Social Care Ltd takes serious actions when dealing with cases where clients have been abused/harmed or are at risk of abuse/harm. If the alleged abuser is a staff member and there is sufficient evidence that abuse/harm has or might have occurred, Living Hope Social Care Limited manager will suspend the person from duty pending investigation and Safeguarding team and CIW will be notified. All documentation is completed with details associated with allegations of abuse/harm and recorded clearly and accurately. We ensure that all clients are aware of this policy and they or their representative understand how to make a complain. It is Living Hope Social Care Ltd.'s policy to ensure that all comments, suggestions and complaints about abuse or anything else, are dealt with quickly and effectively. All complaints are treated sensitively, considering the individual circumstances. Our clients are given a client handbook containing all details on how to make complaints and people to contact. Living Hope Social Care Ltd ensures that clients or those acting on their behalf who make a complaint are treated in a manner that respects their human rights and diversity in a fair and equal manner. The clients are supported to make a complaint using their preferred communication method. At Living Hope Social Care Ltd we are always looking to improve our services and promote a no blame culture. All comments, suggestions or complaints regardless of how small they may appear are treated seriously and used to improve the service offered. Overall, the extent to which people feel safe and protected from abuse and neglect is a fundamental indicator of the quality of care and support provided to them.

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)	5
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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
<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.	<ul style="list-style-type: none"> <li>-Infection Control</li> <li>-Fire Safety</li> <li>-Domiciliary Care eLearning</li> <li>-Lone Working</li> <li>-Clinical Governance</li> <li>-Duty of Candour</li> <li>-Falls Prevention</li> <li>-Risk Assessing eLearning</li> <li>-Basic Life Support</li> <li>-Covid 19 eLearning</li> <li>-Data Protection.</li> <li>Person Centred Care eLearning</li> <li>-Fluid &amp; Nutrition eLearning</li> <li>-MCA &amp; DoLS eLearning</li> <li>-Medication in Community Care eLearning</li> <li>-COSHH eLearning</li> <li>-First Aid eLearning</li> <li>-Communication eLearning</li> <li>-Record Keeping eLearning</li> </ul>
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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	1
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No

Other supervisory staff	
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	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	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.	<ul style="list-style-type: none"> <li>-Infection Control</li> <li>-Fire Safety</li> <li>-Domiciliary Care eLearning</li> <li>-Lone Working</li> <li>-Clinical Governance</li> <li>-Duty of Candour</li> <li>-Falls Prevention</li> <li>-Risk Assessing eLearning</li> <li>-Basic Life Support</li> <li>-Covid 19 eLearning</li> <li>-Data Protection.</li> <li>Person Centred Care eLearning</li> <li>-Fluid &amp; Nutrition eLearning</li> <li>-MCA &amp; DoLS eLearning</li> <li>-Medication in Community Care eLearning</li> <li>-COSHH eLearning</li> <li>-First Aid eLearning</li> <li>-Communication eLearning</li> <li>-Record Keeping eLearning</li> </ul>
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	

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
<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	2
No. of posts vacant	2
<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.	<ul style="list-style-type: none"> <li>-Infection Control</li> <li>-Fire Safety</li> <li>-Domiciliary Care eLearning</li> <li>-Lone Working</li> <li>-Clinical Governance</li> <li>-Duty of Candour</li> <li>-Falls Prevention</li> <li>-Risk Assessing eLearning</li> <li>-Basic Life Support</li> <li>-Covid 19 eLearning</li> <li>-Data Protection.</li> <li>Person Centred Care eLearning</li> <li>-Fluid &amp; Nutrition eLearning</li> <li>-MCA &amp; DoLS eLearning</li> <li>-Medication in Community Care eLearning</li> <li>-COSHH eLearning</li> <li>-First Aid eLearning</li> <li>-Communication eLearning</li> <li>-Record Keeping eLearning</li> </ul>
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	2
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No