

# 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:	LKP Care Ltd	
The provider was registered on:	29/03/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Home Instead Monmouth, Abergavenny & Pontypool	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	29/03/2023
	Responsible Individual(s)	Laura Clatworthy
	Manager(s)	Denise James
	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	New staff will all CIW & SCW required training & competency checks within the first 12 weeks of employment. Existing staff will have competency checks every three months or frequently where required, refresher training will be completed annually. There are also supervisions in place every three months, this helps us identify where staff lack confidence so we can offer more training. these meetings also highlight career aspirations so we can offer training in accordance.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use social media, job sites and job faires to recruit staff. We offer a 12 week support program in the initial 12 weeks of employment to iron out any issues, this has helped our retention. We are open with staff and responsive to their needs, this has a positive impact on retention.

## Service Profile

### Service Details

Name of Service	Home Instead Monmouth, Abergavenny & Pontypool
Telephone Number	01873 772772
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?	0
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### Fees Charged

The minimum hourly rate payable during the last financial year?	0
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The maximum hourly rate payable during the last financial year?	0
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### Complaints

What was the total number of formal complaints made during the last financial year?	0
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Number of active complaints outstanding	0
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Number of complaints upheld	0
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Number of complaints partially upheld	0
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Number of complaints not upheld	0
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What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	N/A
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### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service
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Picture Exchange Communication System (PECS)	No
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Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
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Makaton	No
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British Sign Language (BSL)	No
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Other	No
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### 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>Home Instead Monmouth, Abergavenny &amp; Pontypool prides itself in ensuring all clients have their voices heard when it comes to the care they receive. It is vital that the client is very involved in planning their package of care in order to point out their needs and communicate their choices. To ensure the client is clear on the level of care in place Home Instead will carry out an assessment with them to develop a personalised plan identifying personal outcomes for the package.</p> <p>During the initial assessment, we will go through all of the care options available to ensure the client is fully informed when making a decision. We will also ask permission for family/friends/health care professionals to be involved so we can gather a more comprehensive understanding of the client and their needs. We carry out reviews with the client and anyone they would like to represent them every three months, to ensure the package is achieving the client's outcomes, if they need to be updated and they are happy with it. We discuss the current personal plan, and changes that need to be made, the care professionals that attend the visits, and compatibility, if the client does get on with a particular care professional we will not send them back.</p> <p>Home Instead has a formal complaints policy, which means we will get back to complainants within 24 hours to acknowledge the complaint, then we will investigate and communicate the outcome within 14 days of receiving the complaint. All clients are given CIW information in the Statement of Purpose should they feel the complaint has not been dealt with correctly and would like to escalate it further.</p> <p>Home Instead carry out an annual survey so clients can respond with anonymity should they wish to offer a full reflection of the service they receive.</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>The RI will carry out audits every three months of care professional &amp; Client files to ensure they are compliant and up to date, this will give a full picture of areas of improvements required.</p> <p>Each client is introduced to any new care professionals attending their homes, the care professional will receive a full handover to ensure they understand the client's needs, this will make the client more comfortable, with the new care professional. We support the building of relationships by 'matching' clients &amp; care professionals based on shared interests, we find this provides the best outcome for the clients.</p> <p>For the first three months of employment, a care professional will have a weekly touchpoint with a designated member of the office team, this will be over the phone or face to face, this optimises the care professionals training as they can ask follow-up questions or concerns, this enhances the quality of care received. Home Instead are also able to get a better understanding of the care professional and their values, this is a contributing factor that informs the probation decision.</p> <p>Home Instead are open with their staff with regards to expectations for quality &amp; conduct. To ensure clients feel safe we carry out 3 medication &amp; 3 manual handling competency checks within the first three months of a care professional employment in line with the SCW AWIF regulation, this will inform and additional training needs. Once the care professional has passed the probationary period these competencies will be checked every 3 months, or more frequently should there be inadequacies, again this will inform any training needs. Care Professionals will have 3 supervisions throughout the year along with an annual appraisal, this will identify any areas of concern that will allow the Care Professional and supervisor to create an action plan as well as recognise any career aspirations.</p> <p>Home Instead are very transparent, they use an electronic monitoring system to manage visit notes &amp; MARs, and clients and their NOK can have access to their file to log in and see all visit notes &amp; the care plan. This offers pieces of mind as well as an opportunity to reflect on the care plan in live time. This means we can update the care plan more regularly to reflect the true needs of the client.</p>

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

Home Instead ensures the welfare of their client is always at the forefront of anything they do, all clients, have the right to protection from abuse regardless of gender, ethnicity, disability, sexuality, marital status, gender reassignment etc. Clients and NOK are notified about our policies and procedures during the assessment process and at other appropriate times as well as upon request. Home Instead's Safeguarding policy is made available to anyone with an interest in our services. If there is something that a member of the team is unsure of regarding the duty to report, we will seek advice from the Safeguarding team in the local area. Concerns or allegations of abuse are handled quickly and efficiently in order to protect the individual as best we can. The Care Manager or Responsible individual will deal with this matter in a sensitive and professional manner, communicating with all relevant parties to ensure they are informed of the investigation or outcome. All staff are required to carry out safeguarding training & are encouraged to download the 'safeguarding app' for healthcare professionals & carers – this is to increase awareness & understanding. The Home Instead safeguarding policy is available in the employee handbook. All staff are required to go through a robust in-person interview & selection process, if they are successful they will need a full & enhanced DBS, 2 personal references & 2 professional references, we require references from all care jobs listed on the application. Home Instead complete a capacity assessment for all clients that do not have an active health and welfare POA in place, a best interest form will be completed if a client is deemed to have lost mental capacity and there is no active POA.

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)

1

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?	No
	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?	No
	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?	No