

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:	Lotus Care and Support Services Limited	
The provider was registered on:	07/04/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lotus Care and Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/04/2022
	Responsible Individual(s)	Naomi Hopkins
	Manager(s)	Naomi Hopkins
	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 complete mandatory training prior to providing care. The dates of training are stored on a matrix system which enables us to easily identify when staff require 'refresher' training. If we are required to provide support to an individual who has complex needs, we would first source the specialist training before providing "hands on" care. We make use of the training provided by Torfaen on their news bulletin. We have also recently made use of Oral Care training from community nurses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	All staff must complete a number of employment checks included Enhanced DBS check. We obtain at least 2 professional references with 1 being from the most recent employer. We obtain a personal reference from a select list of individuals who met the criteria. We obtain the "reason for leaving" from all ex-care companies to ensure the candidate has not left a company under investigation. We retain staff by paying a competitive rate of pay and holding regular meetings to ensure they feel supported.

Service Profile

Service Details

Name of Service	Lotus Care and Support Services
Telephone Number	07483146107
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	At present the "Welsh Active Offer" is in place. Although we do not currently have any Welsh speaking staff, we would do our utmost to recruit a Welsh speaking employee if required. We also offer company literature in Welsh format.

Service Provision

People Supported

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

91

Fees Charged

The minimum hourly rate payable during the last financial year?

19.00

The maximum hourly rate payable during the last financial year?

20.00

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?

Social media, indeed, website, newsletter (staff only), service user guide.

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.

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.

The last Regulation 80 (quality of care) report states the following, "Through discussions with service users and/or their family/representatives, I summarize that the individuals we support feel their voice is heard and that we listen to them. We always try our utmost to put their mind at ease and offer empathy where appropriate. We ensure that service users are aware of what is available to them and offer as many choices as we can. We encourage service users to set goals and discuss how we can support them to achieve their goals." The regulation 80 report was completed in November 2022, the next one will be due in May 2023.

<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 last Regulation 80 (quality of care) report states the following, "To ensure service users are happy and supported to maintain their ongoing health, development and overall well-being we complete quality assurance feedback forms with them regularly and discuss this topic during any reviews that take place. I believe this is effective in gaining an insight into their level of independence and we encourage care staff to offer choice with everyday life such as choice of clothing, choice of meals etc. Service users are supported to access further healthcare; if they are unable to alert a healthcare professional such as a GP or district nurse for home visits / appointments, we will do this on behalf with their permission. We ensure that service users take their medication as prescribed (where applicable) by completing MAS (medication administration record scheme) referrals and making certain that MAR (medication administration record) charts are in place for those we support with medication. We share information with doctors, nurses, pharmacists, psychiatric nurses, social workers etc. with the permission of the service user to ensure their ongoing health is maintained, we keep records of this on their 'People Planner' notes." The regulation 80 report was completed in November 2022, the next one will be due in May 2023.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The last Regulation 80 (quality of care) report states the following, "All staff complete safeguarding training during their induction prior to providing care. Also, care staff must read and understand our in-house safeguarding policy prior to commencement of their shadowing. Myself and the other care managers are aware of the local safeguarding procedure under the local authority of Torfaen. We know how to complete an "Duty to Report" form and the relevant person to send this to. When carrying out quality assurance feedback with service users it is clear that they feel safe and protected from abuse. Our staff understand the signs of abuse and know that they must report any concerns to the care manager. All service users are issued with a "home folder", and within this folder there is many different forms such as incident / accident form / near miss form etc. Also within the folder is our service user guide which details all relevant information regarding Lotus Care and Support Services Limited, and it also includes information regarding protection from abuse." The regulation 80 report was completed in November 2022, the next one will be due in May 2023.</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) 12

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?	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	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CoSHH, infection control, fire safety, safeguarding adults, safeguarding children, medication.
<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	1
No. of staff working towards the required/recommended qualification	1
Senior 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.

Filled and vacant posts

No. of staff in post	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	0
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CoSHH, infection control, fire safety, medication, safeguarding adults, safeguarding children.

Contractual Arrangements

No. of permanent staff	4
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)	1
No. of part-time staff (16 hours or under per week)	1

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

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	29
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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Manual Handling	26
Safeguarding	26
Dementia	26
Positive Behaviour Management	0
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CoSHH, infection control, fire safety, medication, safeguarding adults, safeguarding children.
<p>Contractual Arrangements</p>	
No. of permanent staff	29
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)	13
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	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	21
No. of staff working towards the required/recommended qualification	8
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No