

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:	Lougher Home Care Ltd	
The provider was registered on:	09/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Lougher Home Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	09/11/2018
	Responsible Individual(s)	Sadie Lougher
	Manager(s)	Martine Metcalf
	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	Ongoing annual core training of medication admin, moving & handling and First Aid (site based) backed by 13 online training modules encompassing Food Hygiene, Safeguarding, DOLLS, Fire Safety, Health & Safety, Confidentiality, COSHH, Mental Capacity, Infection Control. Additional training requirements are met as needed or requested.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Ongoing facebook recruitment campaigns, engagement with We Care Wales Portal and attendance at Regional Partnership Board Recruitment events. Advertisements in local magazines and sponsorship of local and national charities. Staff bonus payments for overtime shifts, sick pay payments in addition to standard SSP. Supporting childcare fees. Mental health support via an independent counselling service. Use of a company fleet vehicle as needed. Paid remuneration for attending client funerals.

Service Profile

Service Details

Name of Service	Lougher Home Care Ltd
Telephone Number	01633881177
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh where required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	80
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Fees Charged

The minimum hourly rate payable during the last financial year?	10.06
The maximum hourly rate payable during the last financial year?	14.71

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
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?	Individual quarterly reviews - Ongoing Individual RI reviews - Individual customer satisfaction surveys 6 monthly.

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>The initial needs assessment highlight goals and aspirations for client's well-being needs and opportunities are sought to work on a strength-based approach for individuals. General day to day feedback is always reviewed and where possible adopted and adapted to meet individual needs. The bi-annual survey addresses any areas for improvement and suggestions are implemented where possible.</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>Quarterly client reviews are carried out which seek to identify any change in need. Ongoing staff feedback regarding health and wellbeing needs which are then fed back to relevant health care professionals to ensure that a partnership approach is adopted.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Individuals are supported with relevant safeguarding professionals and are involved with safeguarding processes.</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) 8

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>	
	Filled and vacant posts	
	No. of staff in post	56
	No. of posts vacant	20
	<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	18
	Health & Safety	18
	Equality, Diversity & Human Rights	0
	Manual Handling	18
	Safeguarding	18
	Dementia	18
	Positive Behaviour Management	0
	Food Hygiene	18
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygiene H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA	
Contractual Arrangements		
No. of permanent staff	56	
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	56
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)	8
No. of part-time staff (17-34 hours per week)	24
No. of part-time staff (16 hours or under per week)	24
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	56
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	5
Deputy service manager	
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	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	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.	COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygiene H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA
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	1

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?	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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygiene H & S in Care Infection Control Medication Moving & Handling Safeguarding-POVA

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	1

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 social care worker	1
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?	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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEMENTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygiene H & S in Care Infection Control Medication Moving & Handling Safe guarding-POVA
Contractual Arrangements	
No. of permanent staff	5
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	5
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)	5

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	5
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?	No
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.	Care Worker - Personal Care, medication admin - meal prep.
Filled and vacant posts	
No. of staff in post	45
No. of posts vacant	20
<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	45
Health & Safety	45
Equality, Diversity & Human Rights	45
Manual Handling	45
Safeguarding	45
Dementia	45
Positive Behaviour Management	0
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	COMMUNICATION CONTINENCE CONVENE DEME NTIA ORAL CARE Confidentiality COSHH Mental Capacity Dep of Lib. Fire Safety First Aid Food Hygiene H & S in Care In fection Control Medication Moving & Handling Safe guarding-POVA
Contractual Arrangements	
No. of permanent staff	45
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	45
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)	4

No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	18
Staff Qualifications	
No. of staff who have the required qualification	41
No. of staff working toward required/recommended qualification	4