

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: Midshires Care Limited

The provider was registered on: 31/05/2019

The following lists the provider conditions: There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Helping Hands Home Care Cardiff & Vale	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Emma Farley, Holly Doubler
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Helping Hands Home Care CwmTaf	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Wendy Sear, Rhian Jones
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Helping Hands Home Care Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Gabriella Pritchard, Rhian Jones, Holly Doubler, Emma Farley
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Helping Hands Home Care North Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Rhian Jones, Holly Doubler
Partnership Area	North Wales

Service Conditions	There are no conditions associated to this service
Helping Hands Home Care Powys	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Holly Doubler, Wendy Sear, Rhian Jones
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service
Helping Hands Home Care West Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	
Partnership Area	West Wales
Service Conditions	There are no conditions associated to this service
Helping Hands Home Care Western Bay	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Rhian Jones, Gabriella Saunders
Partnership Area	West Glamorgan
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 a robust training and assessment programme in line with their job descriptions which is regularly reviewed to ensure content remains suitable and relevant. We complete regular contacts including supervisions, appraisals and direct observations which give us the opportunity to discuss, identify and action any additional training requirements. We also seek regular feedback from our customers to ensure they feel the staff supporting them are suitably trained to meet their needs.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Simplifying our approach to recruitment means we give the best candidate experience and get them working quicker. Candidates learn what they can expect from working in care and agree availability that suits them. Being flexible in our approach means we can recruit from a wider audience. We improve retention by understanding what motivates people, through gaining regular feedback and ensuring our offer is amongst the best in the market, through completing regular comparisons with our competitors

Service Profile

Service Details

Name of Service	Helping Hands Home Care Cardiff & Vale
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Telephone Number	01789767181
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	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	178
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Fees Charged

The minimum hourly rate payable during the last financial year?	23.39
The maximum hourly rate payable during the last financial year?	25.39

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<ul style="list-style-type: none"> • Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • CEO/GMD's customer videos. • Social Media pages – Facebook, Instagram • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

In our latest customer feedback responses 94% felt that their care needs were being met and 96% felt their carers were polite and courteous and respected their wishes and choices. Helping Hands is committed to providing the highest level of care to our customers, a service that involves them in all aspects of planning their support, empowers them to voice their preferences and desired outcomes, listens to them, and treats them with dignity, respect, compassion and kindness at all times. The latest customer feedback response showed that 92% felt their carer understood them as a customer and understood their support needs and care plan. We take time to listen and understand the individual needs of potential new customers so that they are clear on how we can support them. Customers are central to decisions about how, when and where they are supported and their Care Plan is designed with their input, to be outcome-focused, encouraging them to maintain, regain or develop self-care skills and provide the right level of support, at the right time. The needs, outcomes and wishes of each customer are pivotal to both our service planning and delivery. These details are recorded in the care plan so that each carer can gain a good understanding of how best to support each customer's needs. We support customers to achieve and maintain their potential for independence in relation to physical, intellectual, emotional, cultural and social capacity and to be included within their chosen community. We use every opportunity to obtain feedback and ensure care is delivered with customer's requirements at the forefront. Our teams maintain regular contact and seek feedback through telephone contact, emails and visits. Formal feedback is requested by our Customer Experience Team through regular calls, the data from which is then analysed for trends and areas of improvement. Feedback gives us an understanding of what matters to each individual. Customers are encouraged to share their experiences of our service whether this is complaints, concerns or compliments. We encourage customers and their representatives to offer feedback through independent reviews and currently have a rating of 4.7 / 5 stars on Trustpilot. Support Plans are regularly reviewed by the local manager with input from the customer, their representatives and their care workers and are updated to ensure it accurately reflects customer's required outcomes and take on board any feedback that has been given.

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.

During initial consultation with customers we obtain a wealth of information including other professionals involved in their care. We make sure that we liaise with the relevant parties in the best interests of the customer so all aspects of their health and wellbeing are considered.

We have systems in place that monitor and identify any deterioration or change in need, our teams are trained to recognise and act upon this to ensure customer's wellbeing is maintained. We work closely with people to offer a service which can be tailored to their individual needs. For example, we will adapt visit times to suit appointments and where required we will accompany an individual to attend.

We encourage participation within local communities and where people are able we will help keep them active and socially engaged. Through attendance at their chosen clubs and activities we can help maintain or reignite hobbies and interests which help keep them mentally and physically active. Encouraging customers to participate in things they love helps them to maintain their personal identity. Taking time to learn what each person enjoys can help build relationships with their carers and shows them that they're in a supportive environment that cares for them in a person-centred way. Activities also encourage social interaction, which has the potential to reduce the risk of loneliness for those living away from their family/friends.

Meeting the nutritional or hydration needs of customers is part of arrangements made for their care and considers any dietary intolerances, allergies, religious, ethical or cultural needs and medication contraindications etc. Where a customer is assessed as requiring a specific diet it is provided to meet their needs. Where a person lacks capacity, prompts and encouragement to eat are given as appropriate.

We encourage independence by supporting people to keep doing things they can for as long as possible, however sometimes they need extra support to keep them healthy and maintain their wellbeing. We offer support to ensure people take the right medicines at the right time, this may involve prompting, supporting or administering. We always assess their needs and empower them to be as involved as possible. Our carers can support in the safest possible way whilst monitoring, recording and tracking the medicines for things like side effects.

Our latest customer feedback shows that 94% would recommend Helping Hands as a care provider to friends or family.

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

Our latest customer feedback responses confirm that 95% of our customers in Wales agreed that the care they receive allows them to feel safe.

We spend time getting to know individual's needs so that we are aware of any risks and assess safely to reduce or mitigate them. We have policies in place to ensure care is delivered safely and customers are protected from avoidable harm.

Managing risks effectively and providing a safe service requires reliable, robust information in Care Plans, which can be easily understood and followed by carers. Risk assessments relating to health, safety and welfare of customers are completed and reviewed regularly by people skilled to do so. As an integral part of care planning process, our risk assessments are designed to identify and mitigate risks in terms of environmental, physical, mental, emotional health, nutrition, falls, and potential abuse.

Medication needs form part of customer's care plans and are reviewed regularly.

Our carers are key to the service we provide. Ensuring we recruit enough of the right people with the right skills and attributes helps us deliver a service that is safe for both our customers and our carers. Helping Hands is driven by a foundation of kindness and we recruit all staff with this in mind. There are robust processes in place to ensure relevant safety checks are completed with staff before they start work.

To ensure that all customers are safe and protected from potential harm or abuse all employees are trained, as part their Induction, on assessing risks in their work environment, reporting of accidents and incidents, basic emergency first aid, infection control, correct M&H techniques, Administration of Medication, Safeguarding and Whistleblowing.

Staff work only within the scope of their skills and competence and are encouraged to seek help if they are being asked to do something they are not prepared for. We regularly supervise staff to assess their competencies, we also seek feedback from people using our service to understand if there are any concerns or how we can improve.

We comply with guidance from the Dept of Health about the prevention and control of infections, such as Covid-19, ensuring our customers are not put at unnecessary risk.

We employ sufficient carers to enable us to always meet customers' needs and to keep them safe, even if a carer needs to be replaced. Our 24 hr On Call service ensures that both our customers are kept safe and our carers are supported at all times.

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) 30

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

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	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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	MHFA, Medication, Safeguarding level 2, PEG, Clinical, Catheter, pressure area care, inhaler care
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 Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy 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	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	0
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.	

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	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)	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	2
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	0
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.	

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	0
No. of staff working towards the required/recommended qualification	2

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	41
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	19
Health & Safety	41
Equality, Diversity & Human Rights	41
Manual Handling	41
Safeguarding	41
Dementia	41
Positive Behaviour Management	30
Food Hygiene	41
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	11
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	19

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)	4
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	17
No. of staff working towards the required/recommended qualification	24

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Helping Hands Home Care Cwm Taf
Telephone Number	01789767181
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.70
The maximum hourly rate payable during the last financial year?	33.50

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?	<ul style="list-style-type: none">• Customer Visits and phone calls.• Care Review Meetings.• In branch coffee mornings and charity events.• Monthly e-newsletters.• Quarterly Hand in Hand Customer Magazine.• CEO/GMD's customer videos.• Social Media pages – Facebook, Instagram• Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed.• Responding to complaints and compliments.• Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service.• RI and Senior Management's customer visits and calls.• Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

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We encourage participation within local communities and where people are able we will help keep them active and socially engaged. Through attendance at their chosen clubs and activities we can help maintain or reignite hobbies and interests which help keep them mentally and physically active. Encouraging customers to participate in things they love helps them to maintain their personal identity. Taking time to learn what each person enjoys can help build relationships with their carers and shows them that they're in a supportive environment that cares for them in a person-centred way. Activities also encourage social interaction, which has the potential to reduce the risk of loneliness for those living away from their family/friends.

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To ensure that all customers are safe and protected from potential harm or abuse all employees are trained, as part their Induction, on assessing risks in their work environment, reporting of accidents and incidents, basic emergency first aid, infection control, correct M&H techniques, Administration of Medication, Safeguarding and Whistleblowing.

Staff work only within the scope of their skills and competence and are encouraged to seek help if they are being asked to do something they are not prepared for. We regularly supervise staff to assess their competencies, we also seek feedback from people using our service to understand if there are any concerns or how we can improve.

We comply with guidance from the Dept of Health about the prevention and control of infections, such as Covid-19, ensuring our customers are not put at unnecessary risk.

We employ sufficient carers to enable us to always meet customers' needs and to keep them safe, even if a carer needs to be replaced. Our 24 hr On Call service ensures that both our customers are kept safe and our carers are supported at all times.

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)

4

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

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	0
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.	
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	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)	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
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?	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	3
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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	2
<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 social care worker	2
No. of staff working towards the required/recommended qualification	1
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Helping Hands Home Care Gwent
Telephone Number	01789767181
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?	97
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.89
The maximum hourly rate payable during the last financial year?	25.39

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	1
Number of complaints upheld	2
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?	<ul style="list-style-type: none"> • Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • CEO/GMD's customer videos. • Social Media pages – Facebook, Instagram • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

In our latest customer feedback responses 94% felt that their care needs were being met and 96% felt their carers were polite and courteous and respected their wishes and choices. Helping Hands is committed to providing the highest level of care to our customers, a service that involves them in all aspects of planning their support, empowers them to voice their preferences and desired outcomes, listens to them, and treats them with dignity, respect, compassion and kindness at all times. The latest customer feedback response showed that 92% felt their carer understood them as a customer and understood their support needs and care plan. We take time to listen and understand the individual needs of potential new customers so that they are clear on how we can support them. Customers are central to decisions about how, when and where they are supported and their Care Plan is designed with their input, to be outcome-focused, encouraging them to maintain, regain or develop self-care skills and provide the right level of support, at the right time. The needs, outcomes and wishes of each customer are pivotal to both our service planning and delivery. These details are recorded in the care plan so that each carer can gain a good understanding of how best to support each customer's needs. We support customers to achieve and maintain their potential for independence in relation to physical, intellectual, emotional, cultural and social capacity and to be included within their chosen community. We use every opportunity to obtain feedback and ensure care is delivered with customer's requirements at the forefront. Our teams maintain regular contact and seek feedback through telephone contact, emails and visits. Formal feedback is requested by our Customer Experience Team through regular calls, the data from which is then analysed for trends and areas of improvement. Feedback gives us an understanding of what matters to each individual. Customers are encouraged to share their experiences of our service whether this is complaints, concerns or compliments. We encourage customers and their representatives to offer feedback through independent reviews and currently have a rating of 4.7 / 5 stars on Trustpilot. Support Plans are regularly reviewed by the local manager with input from the customer, their representatives and their care workers and are updated to ensure it accurately reflects customer's required outcomes and take on board any feedback that has been given.

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.

During initial consultation with customers we obtain a wealth of information including other professionals involved in their care. We make sure that we liaise with the relevant parties in the best interests of the customer so all aspects of their health and wellbeing are considered.

We have systems in place that monitor and identify any deterioration or change in need, our teams are trained to recognise and act upon this to ensure customer's wellbeing is maintained. We work closely with people to offer a service which can be tailored to their individual needs. For example, we will adapt visit times to suit appointments and where required we will accompany an individual to attend.

We encourage participation within local communities and where people are able we will help keep them active and socially engaged. Through attendance at their chosen clubs and activities we can help maintain or reignite hobbies and interests which help keep them mentally and physically active. Encouraging customers to participate in things they love helps them to maintain their personal identity. Taking time to learn what each person enjoys can help build relationships with their carers and shows them that they're in a supportive environment that cares for them in a person-centred way. Activities also encourage social interaction, which has the potential to reduce the risk of loneliness for those living away from their family/friends.

Meeting the nutritional or hydration needs of customers is part of arrangements made for their care and considers any dietary intolerances, allergies, religious, ethical or cultural needs and medication contraindications etc. Where a customer is assessed as requiring a specific diet it is provided to meet their needs. Where a person lacks capacity, prompts and encouragement to eat are given as appropriate.

We encourage independence by supporting people to keep doing things they can for as long as possible, however sometimes they need extra support to keep them healthy and maintain their wellbeing. We offer support to ensure people take the right medicines at the right time, this may involve prompting, supporting or administering. We always assess their needs and empower them to be as involved as possible. Our carers can support in the safest possible way whilst monitoring, recording and tracking the medicines for things like side effects.

Our latest customer feedback shows that 94% would recommend Helping Hands as a care provider to friends or family.

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

Our latest customer feedback responses confirm that 95% of our customers in Wales agreed that the care they receive allows them to feel safe.

We spend time getting to know individual's needs so that we are aware of any risks and assess safely to reduce or mitigate them. We have policies in place to ensure care is delivered safely and customers are protected from avoidable harm.

Managing risks effectively and providing a safe service requires reliable, robust information in Care Plans, which can be easily understood and followed by carers. Risk assessments relating to health, safety and welfare of customers are completed and reviewed regularly by people skilled to do so. As an integral part of care planning process, our risk assessments are designed to identify and mitigate risks in terms of environmental, physical, mental, emotional health, nutrition, falls, and potential abuse.

Medication needs form part of customer's care plans and are reviewed regularly.

Our carers are key to the service we provide. Ensuring we recruit enough of the right people with the right skills and attributes helps us deliver a service that is safe for both our customers and our carers. Helping Hands is driven by a foundation of kindness and we recruit all staff with this in mind. There are robust processes in place to ensure relevant safety checks are completed with staff before they start work.

To ensure that all customers are safe and protected from potential harm or abuse all employees are trained, as part their Induction, on assessing risks in their work environment, reporting of accidents and incidents, basic emergency first aid, infection control, correct M&H techniques, Administration of Medication, Safeguarding and Whistleblowing.

Staff work only within the scope of their skills and competence and are encouraged to seek help if they are being asked to do something they are not prepared for. We regularly supervise staff to assess their competencies, we also seek feedback from people using our service to understand if there are any concerns or how we can improve.

We comply with guidance from the Dept of Health about the prevention and control of infections, such as Covid-19, ensuring our customers are not put at unnecessary risk.

We employ sufficient carers to enable us to always meet customers' needs and to keep them safe, even if a carer needs to be replaced. Our 24 hr On Call service ensures that both our customers are kept safe and our carers are supported at all times.

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)

26

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

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	3
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	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	2
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	3
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)	3
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	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy 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	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	0
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.	

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	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)	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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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	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	3
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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)	4
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	0
No. of staff working towards the required/recommended qualification	4

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	41
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	13
Health & Safety	36
Equality, Diversity & Human Rights	36
Manual Handling	36
Safeguarding	36
Dementia	36
Positive Behaviour Management	30
Food Hygiene	36
Please outline any additional training undertaken pertinent to this role which is not outlined above.	End of Life, Catheter care, Stoma Care Medication

Contractual Arrangements

No. of permanent staff	26
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	15

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)	9
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	6

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	31

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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Service Profile

Service Details

Name of Service	Helping Hands Home Care North Wales
Telephone Number	01789767181
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	13
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	38.30

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?	<ul style="list-style-type: none">• Customer Visits and phone calls.• Care Review Meetings.• In branch coffee mornings and charity events.• Monthly e-newsletters.• Quarterly Hand in Hand Customer Magazine.• CEO/GMD's customer videos.• Social Media pages – Facebook, Instagram• Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed.• Responding to complaints and compliments.• Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service.• RI and Senior Management's customer visits and calls.• Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

In our latest customer feedback responses 94% felt that their care needs were being met and 96% felt their carers were polite and courteous and respected their wishes and choices. Helping Hands is committed to providing the highest level of care to our customers, a service that involves them in all aspects of planning their support, empowers them to voice their preferences and desired outcomes, listens to them, and treats them with dignity, respect, compassion and kindness at all times. The latest customer feedback response showed that 92% felt their carer understood them as a customer and understood their support needs and care plan. We take time to listen and understand the individual needs of potential new customers so that they are clear on how we can support them. Customers are central to decisions about how, when and where they are supported and their Care Plan is designed with their input, to be outcome-focused, encouraging them to maintain, regain or develop self-care skills and provide the right level of support, at the right time. The needs, outcomes and wishes of each customer are pivotal to both our service planning and delivery. These details are recorded in the care plan so that each carer can gain a good understanding of how best to support each customer's needs. We support customers to achieve and maintain their potential for independence in relation to physical, intellectual, emotional, cultural and social capacity and to be included within their chosen community. We use every opportunity to obtain feedback and ensure care is delivered with customer's requirements at the forefront. Our teams maintain regular contact and seek feedback through telephone contact, emails and visits. Formal feedback is requested by our Customer Experience Team through regular calls, the data from which is then analysed for trends and areas of improvement. Feedback gives us an understanding of what matters to each individual. Customers are encouraged to share their experiences of our service whether this is complaints, concerns or compliments. We encourage customers and their representatives to offer feedback through independent reviews and currently have a rating of 4.7 / 5 stars on Trustpilot. Support Plans are regularly reviewed by the local manager with input from the customer, their representatives and their care workers and are updated to ensure it accurately reflects customer's required outcomes and take on board any feedback that has been given.

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We encourage participation within local communities and where people are able we will help keep them active and socially engaged. Through attendance at their chosen clubs and activities we can help maintain or reignite hobbies and interests which help keep them mentally and physically active. Encouraging customers to participate in things they love helps them to maintain their personal identity. Taking time to learn what each person enjoys can help build relationships with their carers and shows them that they're in a supportive environment that cares for them in a person-centred way. Activities also encourage social interaction, which has the potential to reduce the risk of loneliness for those living away from their family/friends.

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We encourage independence by supporting people to keep doing things they can for as long as possible, however sometimes they need extra support to keep them healthy and maintain their wellbeing. We offer support to ensure people take the right medicines at the right time, this may involve prompting, supporting or administering. We always assess their needs and empower them to be as involved as possible. Our carers can support in the safest possible way whilst monitoring, recording and tracking the medicines for things like side effects.

Our latest customer feedback shows that 94% would recommend Helping Hands as a care provider to friends or family.

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

Our latest customer feedback responses confirm that 95% of our customers in Wales agreed that the care they receive allows them to feel safe.

We spend time getting to know individual's needs so that we are aware of any risks and assess safely to reduce or mitigate them. We have policies in place to ensure care is delivered safely and customers are protected from avoidable harm.

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Medication needs form part of customer's care plans and are reviewed regularly.

Our carers are key to the service we provide. Ensuring we recruit enough of the right people with the right skills and attributes helps us deliver a service that is safe for both our customers and our carers. Helping Hands is driven by a foundation of kindness and we recruit all staff with this in mind. There are robust processes in place to ensure relevant safety checks are completed with staff before they start work.

To ensure that all customers are safe and protected from potential harm or abuse all employees are trained, as part their Induction, on assessing risks in their work environment, reporting of accidents and incidents, basic emergency first aid, infection control, correct M&H techniques, Administration of Medication, Safeguarding and Whistleblowing.

Staff work only within the scope of their skills and competence and are encouraged to seek help if they are being asked to do something they are not prepared for. We regularly supervise staff to assess their competencies, we also seek feedback from people using our service to understand if there are any concerns or how we can improve.

We comply with guidance from the Dept of Health about the prevention and control of infections, such as Covid-19, ensuring our customers are not put at unnecessary risk.

We employ sufficient carers to enable us to always meet customers' needs and to keep them safe, even if a carer needs to be replaced. Our 24 hr On Call service ensures that both our customers are kept safe and our carers are supported at all times.

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)

4

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

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	0
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.	
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	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)	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
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?	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	3
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	0
Health & Safety	32
Equality, Diversity & Human Rights	32
Manual Handling	32
Safeguarding	32
Dementia	32
Positive Behaviour Management	0
Food Hygiene	32
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	3
<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	2
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service

Helping Hands Home Care Powys

Telephone Number	01789767181
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?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.30
The maximum hourly rate payable during the last financial year?	33.50

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?	<ul style="list-style-type: none"> • Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • CEO/GMD's customer videos. • Social Media pages – Facebook, Instagram • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

In our latest customer feedback responses 94% felt that their care needs were being met and 96% felt their carers were polite and courteous and respected their wishes and choices. Helping Hands is committed to providing the highest level of care to our customers, a service that involves them in all aspects of planning their support, empowers them to voice their preferences and desired outcomes, listens to them, and treats them with dignity, respect, compassion and kindness at all times. The latest customer feedback response showed that 92% felt their carer understood them as a customer and understood their support needs and care plan. We take time to listen and understand the individual needs of potential new customers so that they are clear on how we can support them. Customers are central to decisions about how, when and where they are supported and their Care Plan is designed with their input, to be outcome-focused, encouraging them to maintain, regain or develop self-care skills and provide the right level of support, at the right time. The needs, outcomes and wishes of each customer are pivotal to both our service planning and delivery. These details are recorded in the care plan so that each carer can gain a good understanding of how best to support each customer's needs. We support customers to achieve and maintain their potential for independence in relation to physical, intellectual, emotional, cultural and social capacity and to be included within their chosen community. We use every opportunity to obtain feedback and ensure care is delivered with customer's requirements at the forefront. Our teams maintain regular contact and seek feedback through telephone contact, emails and visits. Formal feedback is requested by our Customer Experience Team through regular calls, the data from which is then analysed for trends and areas of improvement. Feedback gives us an understanding of what matters to each individual. Customers are encouraged to share their experiences of our service whether this is complaints, concerns or compliments. We encourage customers and their representatives to offer feedback through independent reviews and currently have a rating of 4.7 / 5 stars on Trustpilot. Support Plans are regularly reviewed by the local manager with input from the customer, their representatives and their care workers and are updated to ensure it accurately reflects customer's required outcomes and take on board any feedback that has been given.

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We spend time getting to know individual's needs so that we are aware of any risks and assess safely to reduce or mitigate them. We have policies in place to ensure care is delivered safely and customers are protected from avoidable harm.

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Medication needs form part of customer's care plans and are reviewed regularly.

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To ensure that all customers are safe and protected from potential harm or abuse all employees are trained, as part their Induction, on assessing risks in their work environment, reporting of accidents and incidents, basic emergency first aid, infection control, correct M&H techniques, Administration of Medication, Safeguarding and Whistleblowing.

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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)

6

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

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	0
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.	
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	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)	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
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?	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	5
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	5
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16
Positive Behaviour Management	0
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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	3
<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	3
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

Service Profile

Service Details

Name of Service	Helping Hands Home Care West Wales
Telephone Number	01789767181
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?	3
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.00
The maximum hourly rate payable during the last financial year?	28.90

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?	<ul style="list-style-type: none"> • Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • CEO/GMD's customer videos. • Social Media pages – Facebook, Instagram • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

In our latest customer feedback responses 94% felt that their care needs were being met and 96% felt their carers were polite and courteous and respected their wishes and choices. Helping Hands is committed to providing the highest level of care to our customers, a service that involves them in all aspects of planning their support, empowers them to voice their preferences and desired outcomes, listens to them, and treats them with dignity, respect, compassion and kindness at all times. The latest customer feedback response showed that 92% felt their carer understood them as a customer and understood their support needs and care plan. We take time to listen and understand the individual needs of potential new customers so that they are clear on how we can support them. Customers are central to decisions about how, when and where they are supported and their Care Plan is designed with their input, to be outcome-focused, encouraging them to maintain, regain or develop self-care skills and provide the right level of support, at the right time. The needs, outcomes and wishes of each customer are pivotal to both our service planning and delivery. These details are recorded in the care plan so that each carer can gain a good understanding of how best to support each customer's needs. We support customers to achieve and maintain their potential for independence in relation to physical, intellectual, emotional, cultural and social capacity and to be included within their chosen community. We use every opportunity to obtain feedback and ensure care is delivered with customer's requirements at the forefront. Our teams maintain regular contact and seek feedback through telephone contact, emails and visits. Formal feedback is requested by our Customer Experience Team through regular calls, the data from which is then analysed for trends and areas of improvement. Feedback gives us an understanding of what matters to each individual. Customers are encouraged to share their experiences of our service whether this is complaints, concerns or compliments. We encourage customers and their representatives to offer feedback through independent reviews and currently have a rating of 4.7 / 5 stars on Trustpilot. Support Plans are regularly reviewed by the local manager with input from the customer, their representatives and their care workers and are updated to ensure it accurately reflects customer's required outcomes and take on board any feedback that has been given.

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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)

3

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

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	0
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.	
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	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)	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
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?	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	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.	
<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	1
<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 social care worker	0
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

Service Profile

Service Details

Name of Service	Helping Hands Home Care Western Bay
Telephone Number	01789767181
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?	110
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.86
The maximum hourly rate payable during the last financial year?	25.39

Complaints

What was the total number of formal complaints made during the last financial year?	5
Number of active complaints outstanding	0
Number of complaints upheld	4
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?	<ul style="list-style-type: none"> • Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • CEO/GMD's customer videos. • Social Media pages – Facebook, Instagram • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk , Indeed. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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)	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.

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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) 17

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

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	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	1
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.	
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
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
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	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	0
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.	
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	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
<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	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	0
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.	

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	0
No. of staff working towards the required/recommended qualification	2

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	27
No. of posts vacant	1

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	42
Health & Safety	102
Equality, Diversity & Human Rights	102
Manual Handling	102
Safeguarding	102
Dementia	102
Positive Behaviour Management	50
Food Hygiene	102
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	14
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	13
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)	9
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	10
No. of staff working towards the required/recommended qualification	17
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No