

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:	Padda Specialist Care Ltd	
The provider was registered on:	20/03/2020	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Padda Specialist Care LTd (trading as Positive Pathways Support Cymru Ltd)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	20/03/2020
	Responsible Individual(s)	Piers Tumeth
	Manager(s)	Danielle Roberts
	Partnership Area	West Glamorgan
	Service Conditions	There are no conditions associated to this service
	Positive Pathways Support Cymru	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/08/2020
	Responsible Individual(s)	Piers Tumeth
	Manager(s)	Sue Jones
	Partnership Area	West Wales
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>PPSC has invested heavily into the training function over the course 22/23. PPSC now has in place a devoted in house trainer who trains all mandatory face to face training as well as established digital training providers.</p> <p>PPSC ensures that its training extends beyond the classroom and is monitored for effectiveness in the workplace through the use of regular spot checks. Care staff are observed in the real workplace to ensure knowledge gained through training is implemented in real life.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>PPSC employs robust recruitment methods including interviews, driver assessments and shadow shifts to ensure the right people are recruited. All necessary background checks are carried out including DBS and references checks to ensure the safety of service users who engage the service of PPSC. Turnover within PPSC is small due to the collaborative approach PPSC employs to ensure staff feel valued including regular staff meetings, visibility of Management and even Pizza Board Game nights!</p>

Service Profile

Service Details

Name of Service	Padda Specialist Care LTd (trading as Positive Pathways Support Cymru Ltd)
Telephone Number	01792921951
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh where required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	150
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.95
The maximum hourly rate payable during the last financial year?	29

Complaints

What was the total number of formal complaints made during the last financial year?	15
Number of active complaints outstanding	0
Number of complaints upheld	8
Number of complaints partially upheld	0
Number of complaints not upheld	7
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	PPSC keeps in regular contact with users of the service. Staff conduct 3 monthly client satisfaction surveys in addition to quarterly care plan reviews. In addition, the RI interview clients regularly throughout the year and conducts an annual online survey to collect anonymous feedback.

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.

Service users of PPSC are able to have a say about the care they receive and have access to Mgmt. within PPSC to affect change.

- A client satisfaction questionnaire compiled in March returned results indicating 73% of clients believed their care was person centric with only 9% indicating it was not.

- In the same questionnaire, 90% of clients rated management of PPSC as Good to Excellent.

- The RM spoke with 5% of service users over the phone and all spoken to confirmed they were able to ask for more or less help from their carers and were able to contact Mgmt. within the company whenever needed (albeit all said they had not needed to). All also said the Carers ask them if there was any more they could do for them.

- The RM and his team conduct regular care plan reviews and client quality checks. A sample of those inspected showed that the clients are given a forum to voice any concerns made to them or suggestions to put forward.

- As part of a block contract with the Local Authority, the company is working with several clients to help achieve their personal outcomes they have not otherwise been able to achieve. The project is ongoing however one client and her family has already achieved their outcome (some respite) and several more are in progress.

Improvement areas and actions required:

- None

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.

Service users are pleased with the service. Some complaints have been raised but all clients remained with PPSC and the service dealt with the complaint appropriately. Evidence for this includes:

- A client satisfaction questionnaire compiled in March returned results indicating over 70% of clients were Very Satisfied or Extremely Satisfied with the service.
- The RM spoke with 5% of service users over the phone and all spoken to confirmed they were very happy with the service.
- The RM and his team conduct regular client quality checks. A sample of those inspected showed that the clients are predominantly happy with the service.
- As part of a block contract with the Local Authority, the company is working with several clients to help achieve their personal outcomes they have not otherwise been able to achieve. These relate to general wellbeing. The project is ongoing however one client and her family has already achieved their outcome (some respite) and several more are in progress.

Improvement area and actions required:

- The outcome project should be rolled out to all clients, with permission of the commissioning body, so all can reap benefits of this new approach to overall wellbeing

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

The service takes all reasonable steps to ensure that service users are safe from harm. It needs to reintroduce its safeguarding tracker however. Evidence of this includes:

- Adequate recruitment processes remain in place to ensure that members of staff are suitable to work for PPSC. These include reference checks, interviews, an induction and periods of shadowing.
- PPSC has a safeguarding procedure which is communicated to staff in their induction and all staff also undergo online safeguarding training when they start.
- Communication between the Mgmt. team and clients is good. The RM's team conducts regular care plan reviews and client quality checks with service users to ensure there is a constant feedback loop. They also undertake care worker spot checks to ensure the practice of the care workers remains high.
- A complaints tracker is in place for PPSC which indicates the service responds to concerns raised. Although the number of complaints was low, each one indicated it had been dealt with appropriately (i.e., staff spoken with, training sourced etc.).
Improvement areas and actions required:
- The safeguarding tracker has been mislaid, to be reimplemented and updated.

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) 66

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
	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	0
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	0
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	0
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA Training
	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
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	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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	2
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
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
<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
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	0

Other supervisory staff	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	5
<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	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	HR Training
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	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)	5
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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
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	58
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	42
Health & Safety	42
Equality, Diversity & Human Rights	42
Manual Handling	42
Safeguarding	42
Dementia	40
Positive Behaviour Management	42
Food Hygiene	42
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
No. of permanent staff	51
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	7
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	44
No. of part-time staff (17-34 hours per week)	5
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	8
No. of staff working towards the required/recommended qualification	50
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No

Service Details

Name of Service	Positive Pathways Support Cymru
Telephone Number	01554787005
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

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

Complaints

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

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.	N/A - Service not operating
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.	N/A - Service not operating
The extent to which people feel safe and protected from abuse and neglect.	N/A - Service not operating

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)	0
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	No
	Deputy service manager	
	Does your service structure include roles of this type?	No
	Other supervisory staff	
	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No