

# 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:	Parkrow Care Ltd	
The provider was registered on:	15/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Parkrow Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	15/02/2019
	Responsible Individual(s)	Karen Hull
	Manager(s)	Karen Hull
	Partnership Area	Cardiff and Vale
	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	Training is identified via supervision, team meetings, spot checks and the needs of the individuals we support, we utilise varied training programs to ensure staff skills and knowledge are enhanced and maintained, these include online and face to face training and support from senior staff. Detailed records of all training completed are kept and managed to ensure training remains updated.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are continually recruiting staff, however we are experiencing the same recruitment issues that are being felt across the care sector. We constantly advertise via poster, social media and recruitment sites however this has had minimal benefits. We are fortunate as a small company to have retained lots of our staff for many years, we work with staff team to provide flexible working, good pay and conditions, permanent contracts of employment, regular supervisions and mental health support.

## Service Profile

### Service Details

Name of Service	Parkrow Care Ltd
Telephone Number	02920595508
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	None

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	47
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Fees Charged

The minimum hourly rate payable during the last financial year?	20
The maximum hourly rate payable during the last financial year?	20

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?	<p>Annual questionnaire sent to all individuals and their families to seek feedback regarding the service received and recommendations for improvement.</p> <p>Reviews of individuals support needs carried out at minimum every 3 months to ensure that service delivered is consistent with the individuals needs and wishes.</p> <p>Spot checks are carried out frequently to not only ensure the service is delivered to the highest standard by competent staff but also gives the individual opportunity to feedback on their experience.</p> <p>Call time reviews - these are conducted every three months to enable us to work with individuals to ensure that their care and support is delivered at a time suitable to them, and any requests for variations are considered and implemented wherever possible.</p> <p>We have introduced technology to allow individuals and their families access to up to date information relating to their service including times of calls, staff member attending and daily records. This is all accessed via portal.</p>

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.

We at Parkrow Care recognise that each person is unique, and a one size fits all approach is unacceptable, to ensure that our services are designed and delivered with the individual at the forefront we encourage the person, their family/representative to be actively involved in all aspects of the planning, reviewing and delivery of support services.

Where a package of care is agreed privately or through our commissioners an initial visit is arranged by a senior member of staff, at this meeting we like to get to know the person and discuss their needs, wishes and preferences in relation to their care and support. Through discussions with the customer, their family and or representative a personal profile, plan of support, medication assessments and all-initial risk assessments are completed. These are reviewed at minimum every three months or sooner if a change in need is identified.

If during the initial meeting it becomes apparent that we are unable to meet the needs, wishes or preferences of the individual we will in the first instance try to find resolutions, however where this is not possible or has the potential to compromise the standard of care and or increase risk we will refer the care package back to our commissioners in order that an appropriate service can be arranged.

During each visit staff will encourage the individual to maintain autonomy over all aspects of their lives, their home, and their support needs this is achieved by discussing with the person what and how they would like their needs to be met, offering choice, promoting active involvement enabling the person to complete tasks that they are able and aiding where difficulties or barriers exist. Where care package allows, we will encourage opportunities to be active members of the community, supporting the individual to access local facilities such as supermarkets, libraries, classes, hair appointments and local amenities.

Daily records are completed digitally, these are accessible by the individual, the company and where agreed the individual's family, this is real time information that enables us to continually monitor the care being delivered, identify any areas of concern, and take any action as required. By consistently consulting with the individual, their representatives both formally, informally, through questionnaires, monitoring daily records, and carrying out reviews we can ensure services continue to be adaptable and responsive to meet changing need.

<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We are restricted by the contractual guidance set out in the individuals Social Services Care Plan, however whenever requested, or required we will make every effort to support individuals to access community health facilities, this includes attending any health appointments, referrals being made to relevant professionals such as occupational therapists, dieticians, and chiropodists.</p> <p>To support individuals to maintain good health we at Parkrow Care meet with the individual, their family/representative at commencement of service this enables us to understand and be aware of the persons medical conditions and history. Obtaining this information assists us to work with the individual to implement a plan of care that encompasses all health and support needs.</p> <p>We regularly work alongside other health professionals such as a district nurse to ensure that the service delivered enables the best possible outcomes in relation to the individual's health needs.</p> <p>We carry out individual assessments around all aspects of support, ensuring these accurately reflect the individual's needs, wishes and desired outcomes, this enables support to be targeted and empowers the person to maintain autonomy over their lives.</p> <p>We monitor the health and well-being of each person through our visits, daily records, review meetings etc, this helps us to confirm that support given enables individuals to maintain good health, hygiene and balance nutritional needs whilst promoting independence. These tools also help us identify and respond appropriately where problems occur, health deteriorates or individual needs/wishes change to ensure that the plan of support remains appropriate to the person's needs.</p> <p>To promote an individual's health, well-being, and social inclusion we will tailor support in conjunction with our contract of care to enable customers to access community facilities and organised therapies/groups of their choosing.</p> <p>We ensure our staff are well trained and knowledgeable in a range of common health conditions that they are likely to encounter through their work, this includes but not restricted to conditions such as dementia, diabetes, stroke awareness, and catheter and stoma care in addition they receive training in moving and handling, diet and nutrition, medication thus ensuring that they are capable to deliver support in a safe and professional manner with the ability to recognise and respond to changes in an individual's general health, medical conditions and well-being.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>It is essential that individuals who access our services feel safe and protected from abuse and neglect, to ensure the safety and well-being of the people we support we guarantee that all employees are fully vetted, references obtained, and an enhanced criminal record check is carried out. Criminal record checks are renewed at minimum every three years and staff are aware that they are obliged to inform us of any incident that may lead to prosecution in order that we can take appropriate action to safeguard the individuals we support. People accessing our services and families can be confident that our staff are well trained to ensure that they have the knowledge and skills to enable them to respond appropriately to areas of concern training topics include safeguarding of vulnerable adults, deprivation of liberty, duty of care and equality and diversity. We have comprehensive policies and procedures in place to assist us in safeguarding processes, these are regularly reviewed to ensure that they are up to date with any change in legislation.</p> <p>Customers, their families, and representatives are made aware at commencement of service how to make a complaint or who to contact if they feel unsafe or feel they have experienced abuse or neglect. A copy of the complaint's procedure is also stored in individual files held at the customers home so they can access whenever required. Customers are reassured that it is okay to voice if they feel uncomfortable with staff and options to decline individual staff from attending their home. We recognise that on occasions people we support do not form positive relations with all staff, this is through no fault of the customer or the staff member but derives from differing personalities, age, backgrounds etc. Where these circumstances arise, we will always endeavour to avoid that person attending so that everyone feels safe and protected. Customers and their families are supported to have access to our online portal, this provides information in relation to time of call, which staff member is attending and daily records, this ensures that all appropriate personnel are kept fully informed of any changes, services delivered, and any concerns or difficulties encountered. Daily records are received in the office in real time, these are monitored consistently enabling us to recognise, and take action where any concerns in regards to an individual's safety, well-being or standards of care are identified.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

### Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 22

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	
	No. of staff in post	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	0
	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.	Mental Capacity Act Leading Quality as a responsible individual QCF - Level 3 diploma in Customer Services	
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?	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.	Anaphylaxis awareness Implementing and conducting appraisals Bullying and harassment in the workplace Work in a person centred way Communication Privacy and dignity care certificate Complaints handling Deprivation of Liberty Diabetes Awareness Diet, nutrition and hydration Disability awareness End of life awareness Epilepsy awareness Fall prevention and safe use of bed rails First aid Data protection Effective recruitment Information security Infection Control Absence management Mental health in the workplace Oral care Disciplinary - prepare and conduct
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Contractual Arrangements
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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.
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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
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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	
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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.
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Filled and vacant posts
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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>
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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.	How to conduct and implement an appraisal Bullying and harassment Complaint handling Conflict management Deprivation of liberty Medication level 2 Preparing and conducting disciplinary hearings Return to work interviews Short term sickness management Managing probationary periods Mental capacity act First aid
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
<b>Staff Qualifications</b>	
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
<b>Senior social care workers providing direct care</b>	
Does your service structure include roles of this type?	No
<b>Other social care workers providing direct care</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	24
No. of posts vacant	3



Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	5
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	13
Safeguarding	22
Dementia	21
Positive Behaviour Management	0
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Disability Awareness - 21 Hand Hygiene - 21 Lone Working - 22 Diet and Nutrition - 19 First Aid - 20 Medication Awareness - 22 Oral Hygiene - 21 End of life - 22 Autism awareness - 21 Privacy and dignity - 20 Person centred care - 21 Bullying and Harassment in the workplace - 20 Infection Control - 22 Communication - 19 Epilepsy Awareness - 22 Diabetes Awareness - 20 Mental Capacity act - 21 Deprivation of Liberty act - 20 Duty of Care - 20

#### Contractual Arrangements

No. of permanent staff	24
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)	0
No. of part-time staff (17-34 hours per week)	19
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	16
No. of staff working towards the required/recommended qualification	5

#### Other types of staff

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