

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:	Pembrokeshire Care Ltd	
The provider was registered on:	01/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Pembrokeshire Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/05/2019
	Responsible Individual(s)	Simon Clarke
	Manager(s)	Sally Clarke
	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	We promote a learning culture to encourage ownership of the learning process with a development framework, beyond mandatory requirements. We equip managers with leadership development and support succession through talent management, create learning videos to support implementation of policies and procedures and strengthen compliance with guidelines and toolbox talks. We offer a range of learning approaches including inhouse, online and distance learning, coaching and mentoring and secondments
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We complete regular strategic planning reviews of staffing levels to map requirements for the short to long term; develop succession plans for key roles; review recruitment practices to maximise effectiveness; ensure robust and objective selection and screening processes; review pay and benefits to remain competitive; carry out regular competitor analysis; review employment terms to ensure they are fair, compliant and consistently applied; conduct exit interviews to inform retention initiatives.

Service Profile

Service Details

Name of Service	Pembrokeshire Care Ltd
Telephone Number	01437764777
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 if required

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	69
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Fees Charged

The minimum hourly rate payable during the last financial year?	21
The maximum hourly rate payable during the last financial year?	26.38

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	0
Number of complaints partially upheld	3
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?	Planning support packages in consultation with the individual and/or their representatives; Personal plans and risk assessments are produced with the service user wherever possible or with a representative of their choice. Keeping individuals informed: We communicate any changes to the service directly to the Individuals and/or their representative. We ensure all new clients receive a pack containing all key information and contact details. Monitoring visits; Our Area Managers carry out monitoring visits regularly to ensure that staff are engaging effectively with individuals, meeting the requirements of the support package and upholding rights and choices. Feedback opportunities for all stakeholders and staff; All stakeholders, including individuals, contracting authorities and other professionals are encouraged to give us feedback about our service.

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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Pembrokeshire Care Ltd has a Quality Management policy and process in place setting out our approach to maintaining and improving quality and high standards in the delivery of our services. To ensure this happens we have developed a detailed range of processes that combine to deliver a QMS that ensures that all our services fully meet the requirements of our customers at all times.</p> <p>Our QMS consists of the following sub-processes:</p> <ul style="list-style-type: none"> Person Centre Planning Feedback Ensuring consistent standards Planning and agreeing priorities for quality Developing our people Monitoring and review – monitoring visits and bi-annual service review Quality audits Learning and continuous improvement Working with our stakeholders Reporting <p>Methods in which we ensure that people feel their voices are heard and that they have choice, include; Planning support packages in consultation with the individual and/or their representatives; Personal plans and risk assessments are produced with the service user wherever possible or with a representative of their choice. Keeping individuals informed: We communicate any changes to the service directly to the individuals and/or their representative. We ensure all new clients receive a pack containing all key information and contact details. Monitoring visits; Our Area Managers carry out monitoring visits regularly to ensure that staff are engaging effectively with individuals, meeting the requirements of the support package and upholding rights and choices. Feedback opportunities for all stakeholders and staff; All stakeholders, including individuals, contracting authorities and other professionals are encouraged to give us feedback about our service. Audits against quality standards; We are currently trying to improve the content and accuracy of all our care plans and risk assessments. Compliments and complaints processes; Individuals are encouraged to use our processes for passing on compliments and making complaints. We have a policy on investigating and replying to all complaints in line with statutory requirements and we have a 100% achievement rate in meeting the required timescales. Training, team meetings, supervision and appraisal of staff; All staff should receive quarterly supervision, attend quarterly team meetings with their line manager and have an annual appraisal. Full training on all mandatory topics is provided to all staff joining the organisation and updated regularly. Additional training is provided if required.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>Throughout Covid we have continued to support clients both physically, mentally and on many occasions with Covid. Our service has continued through the Global Pandemic, even during times of inadequate PPE supplies.</p> <p>Arrangements in place for collecting views from stakeholders include:</p> <ul style="list-style-type: none"> Annual stakeholder survey will be conducted via email using Microsoft Forms; Monitoring visits to individuals by Area Managers; Compliments and Complaints procedure. <p>Our staff assist individuals to access health professionals by advocating on their behalf, arranging appointments and home visits and making referrals to the relevant professionals.</p> <p>Our service supports people's independence by enabling individuals to remain living in their own homes for as long as possible and providing support to improve and maintain independent living skills.</p> <p>Our staff are trained in all mandatory health and social care subjects and receive additional training where necessary to meet the specific health care needs of individuals.</p> <p>Risk assessment is an essential part of supporting peoples' independence and we work closely with individuals and their families to ensure a balance between safety and maintaining independence.</p>

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

The feedback from the quality audits with individuals when asked the question "do you feel safe and protected" is always yes. The feedback is always so positive.
 Our safeguarding policy and procedures have been written in line with local and national strategy.
 All staff receive safeguarding training as part of the mandatory training requirements.
 Safeguarding is an item discussed at each supervision session for all staff and the weekly Ops management meeting.
 Complaints policy and procedure is clear and communicated to all individuals.
 Regular referrals are made to Safeguarding where deemed appropriate.

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)	21.80
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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?	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	1
	Equality, Diversity & Human Rights	0
	Manual Handling	0
	Safeguarding	1
Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	0	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid at Work Covid Training Safeguarding RI Training Trauma Informed Annual Returns 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	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
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	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	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
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
<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	0
No. of staff working towards the required/recommended qualification	2
<p>Senior social care workers providing direct care</p>	
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	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	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 social care worker	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	37
No. of posts vacant	0

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

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

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

Contractual Arrangements

No. of permanent staff	31
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)	14
No. of part-time staff (17-34 hours per week)	8
No. of part-time staff (16 hours or under per week)	9

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	19
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Finance Manager
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.	
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	1
No. of staff working toward required/recommended qualification	0

