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:	People Support Ltd
The provider was registered on:	21/05/2021
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Powys Homecare

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/05/2021
Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Laura Wygold,
Partnership Area	Powys
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	Staff have attended sessions on topics like Social & Wellbeing Act, All Wales Safeguarding Procedure, Manual Handling training, and AWIF for Social Care Wales registration. Mandatory induction covered infection control/COVID-19, PPE usage, dementia, food hygiene, equality, diversity and inclusion. Staff also received specialised training based on service users' needs, such as PEG feeding (NHS), medication MAR (local authority), and national well-being and record-keeping training.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Our recruitment manager ensures a secure hiring process, utilizing online platforms and social media for promotion. We sponsor international staff, with most employees referred by current team members. We offer recognition days, cover Social Care Wales registration fees, provide paid training, confirm QCF qualifications, hold quarterly supervisions or sooner if required, and conduct regular team meetings. Annual appraisals are held for staff. We pay for DBS checks and conduct reference checks

Service Profile

Service Details

Name of Service	Powys Homecare

Telephone Number	01938 705089
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

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	77

Fees Charged

The minimum hourly rate payable during the last financial year?	24.50
The maximum hourly rate payable during the last financial year?	29.00

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?	seniors, managers, and the RI maintain contact with individuals and families, distribute surveys, and perform audits. We implement an open-door policy, engaging daily with stakeholders and clients. Quarterly reviews are conducted, and we offer a service user and family portal for easy communication between all parties involved. We provide individuals and their families with our complaints procedure and service user guide. They also have direct contacts for our manager and RI. In the event of complaints we would monitor patterns trends and ensure the necessary action is taken and lessons are learnt. We have a complaints file ready to store complaints. Our RI is made aware of any concerns including complaints during weekly meetings with managers. He also has access to our system that logs complaints, accidents, incidents etc,

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)	Yes
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.	WWe conduct initial assessments for new care packages, ensuring supported individuals have voice and control in designing their pathways to achieve desired outcomes. When possible, they write their own care plans, detailing their preferred support methods. We promote positive risk-taking and independence, with case studies showcasing the transition from four double staff visits to one single staff visit per day. Our reviews are flexible and responsive to the needs of those we serve, adapting care plans and collaborating with stakeholders to promote independence while ensuring safety. Our senior team gathers evidence of choice and control during reviews, ensuring options like attire, showering or bathing, what to wear, what to eat, promoting independence and community group attendance. Early visits are arranged for day centres, appointments, or family engagements. Surveys are sent to gather feedback, leading to changes when necessary. We recently reverted to a user-friendly system based on Individual preferences as we changed our system but Individuals did not find it user friendly so we changed back (our service user & family portal). Our portal allows individuals and families to communicate with us and allows social workers access (with consent of the individual) Supported individuals have our contact details and can choose their preferred communication method. Records show that we promptly contact healthcare professionals when needed and always prioritize safety. Our management and RI has heavy involvement ensures that voices are heard, and no complaints have been received. They both know individuals, their families, social workers and staff. Recently, we upskilled staff to provide PEG feeding for an individual who wanted to remain in our service. We promote and respect advocacy for each person when necessary. Additionally, we allocate Welsh-speaking staff to Welsh-speaking Individuals whenever possible. All handover notes are reviewed and all our staff are trained in promoting voice & control, ensuring early intervention and co-production.
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.	Our staff receives training to maintain the health of supported individuals, keeping records of health conditions and collaborating with healthcare professionals to meet their needs. Customised training is provided, often involving OTs, nurses, medicine management teams, and other stakeholders to achieve good health, well-being, and desired outcomes. Day centers are popular community groups for individuals , and we engage social workers and community groups in accessible areas. We offer flexible visits for day center days, family engagements, and health appointments. During assessments and reviews, individuals rate their well-being and health compared to when care and support began. We maintain contact information for each person's GP, nurse, CMHT, OT, and social worker. Out-of-hours processes are in place to address any health or well-being concerns. No safeguarding issues related to a decline in an individual's health or well-being have arisen, as our senior team is trained and skilled in allocating appropriate resources based on each person's circumstances. We collaborate with local third-sector organisations, such as respite at home services and the Alzheimer's Society. Early intervention is essential, and we address this during assessments and reviews by listening to individuals, professionals, and support groups to understand the appropriate care and support to provide for those with progressive illnesses like dementia, MS, and Parkinson's. Our staff recognizes the importance of reporting changes in a person's condition, and our teams actively intervene to obtain the necessary support. We encourage the use of assistive technology and safety aids, such as lifelines and fall mats, to promote well-being and safety.

The extent to which people feel safe and protected from abuse and neglect.	Although no safeguarding concerns have arisen, we report identified issues to the safeguarding team. Surveys and feedback indicate that supported individuals feel safe. There are no trends or patterns of incidents or accidents. Audits and reviews show that staff possess the necessary skills to meet individual needs. We ensure that staff are trained, competent, and confident in handling equipment, medication support, and challenging behavior etc. Our manager and RI promptly address concerns and maintain a strong working relationship with commissioners. We have an up to date safeguarding policy and procedure. Train staff in accordance with the All wales safeguarding procedures and encourage reporting concerns. Staff are aware how to report a safeguarding concern or whistleblow. Individuals and their families are given a service user guide that also provides them with various methods on how to report any safeguarding concerns. The code of professional conduct is given and explained to all staff during induction, refresher training, supervisions and team metings. Safeguarding is on. the agenda for all meetings also. We ensure our service and staff deliver service inline with the social and wellbeing act to ensure voice and control, early intervention, wellbeing and coproduction.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March)	28

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	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1

Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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?	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	3
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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3

Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	train the trainer for the all wales manual handling

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)	2
No. of part-time staff (17-34 hours per week)	1
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	2
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

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	24
No. of posts vacant	5

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	24
Health & Safety	24
Equality, Diversity & Human Rights	24
Manual Handling	24
Safeguarding	24
Dementia	24
Positive Behaviour Management	0
Food Hygiene	24
Please outline any additional training undertaken pertinent to this role which is not outlined above.	peg feeding with health, medication training with health

Contractual Arrangements

No. of permanent staff	6
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	18

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)	6
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	11
No. of staff working towards the required/recommended qualification	9

Other social care workers providing direct care

Does your service structure include roles of this type?	No

Other types of staff

Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	recruitment manager , regional director , finance officer and admin

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	2
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	each have the relevant qualifications and training for their roles.

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)	2
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	0