

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:	PRIDE Health and Social Care Limited
The provider was registered on:	30/10/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Pride Health and Social Care Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/05/2022
Responsible Individual(s)	Darlington Mhungu
Manager(s)	Kelly Tattam
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service
Pride Health and Social Care Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	19/03/2021
Responsible Individual(s)	Darlington Mhungu
Manager(s)	Kelly Tattam
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Pride Health and Social care Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/02/2022
Responsible Individual(s)	Darlington Mhungu
Manager(s)	Kelly Chattam
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
PRIDE Health and Social Care Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/10/2018
Responsible Individual(s)	Darlington Mhungu
Manager(s)	Kelly Tattam
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	We identify training needs for each staff member by establishing clear expectations for each role in their Job Description which provides benchmarks for monitoring and reviewing our training plans. We consider the client's particular needs and match suitable care staff accordingly. New care staff shadow competent care staff for several shifts before being considered ready for competency sign off, which is conducted by our Nurses with feedback from our service user also being taken into account.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Staffing numbers are continuously reviewed in response to the commissioned care and support needs of the individuals being supported. We review staffing levels at weekly meetings to identify any recruitment needs. We recruit in a bespoke way for specific care packages, to ensure that recruits have relevant professional experience and are the right 'fit' for the client. We applied for a Certificate of Sponsorship to recruit from overseas which has enabled us to stabilise staffing.

Service Profile

Service Details

Name of Service	PRIDE Health and Social Care Limited
Telephone Number	03332224057
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?	9
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.80
The maximum hourly rate payable during the last financial year?	26.95

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	2
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?	Regular telephone and email discussions, regular visits by Manager and Nurses, RI visits, CIW Inspection Questionnaire, MDT meetings.

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	Yes
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.

Our person-centred ethos is embedded in daily practice at multiple levels of our organisation, and there is a strong culture of reflecting on our practice at a senior level with weekly client review meetings held by the senior team.

Excellent client care is underpinned by strong systems and robust positive leadership. Our care planning is led by our nurses, and starts well prior to the start of a new package in order to understand the preferences of our clients and their families in a detailed and dynamic way. Our nurses continuously follow up in care packages to find out what is working well for our clients and what changes they would like made to their care: often these changes are incredibly small but make a big difference to our clients feeling listened to and valued.

Our care packages are well staffed and we do not experience ongoing issues with rota cover, which means that our clients have the level of consistency which gives them confidence about their care.

Our management/care coordination team continue to have an open door policy with respect to our clients and their families, and have regular contact with them. We continue to maintain a register of feedback. Clients and their families are in close contact with the office and clearly feel confident about raising any issues. Any feedback for carers, no matter how apparently small a point, is followed up with supportive conversations with carers to explain client preferences.

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.

As we are a complex care provider, we work hard to maintain positive relationships with our clients' families. As some of our care packages have come to Pride after failing with other care companies, dynamics can be complex but we find that an approach that listens to, and is responsive to, concerns or questions, is always beneficial. We take a psychodynamic understanding where there are complex dynamics as this lies at the heart of empathy.

Our care plans are dynamic documents, which are collaboratively reviewed with clients and/or their families and updated regularly updated by our nurse. We produce a care needs overview for each client for new carers so that, along with our induction process, they feel as prepared as possible when they start work. Our care staff get to know our clients very well and this enables them to provide uniquely personal care and support. We focus on enabling and supporting our clients to follow their interests.

We aim to develop positive, client-focused working relationships within our care teams, as this provides the basis for enabling our clients to live their lives with less anxiety and more capacity for maintaining their health and well-being.

New carers learn the details of our clients' preferences and daily routines in their hands-on shadowing, and are encouraged at all times to listen to clients and their families, and be responsive to how their needs may change. Our Nurses visit the care packages on a very regular basis as well as completing regular supervisions with carers in order to identify how they may be supported in their work. Where additional clinical support is needed, this is provided on a responsive, ad hoc basis.

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

Pride has robust safeguarding procedures in place to ensure the safety of all service users. Our clients and their families have direct access to our Manager, Responsible Individual and to our Nurses, and clearly feel able to raise concerns with our senior team. We have a low threshold for recording (on our matrix) and investigating any expressions of concern from clients or their families.

Within Pride Health, whose Directors are both clinicians by background, the multi-disciplinary approach is a hugely valued mode of operation, and our Manager and Nurses communicate very regularly with our clients' MDT as a way to enhance the care provided. Our Clinical Director who is a GP and our Safeguarding Lead takes the lead on safeguarding concerns, and we have a low threshold for discussing any concerns with the Adult Safeguarding Board. Our senior team has instilled a strong culture of reflecting on incidents with a view to ensuring organisational learning at every opportunity. Any concerns are discussed in our weekly senior team meetings, as well as in between meetings if required. We are also proud to have solid and trusting relationships with the commissioning teams.

The Pride senior team encourage care staff to report even small incidents/accidents and these are dealt with in a supportive manner. The number of incidents on our register demonstrates that care staff feel comfortable to report issues as they arise. The people we support appear to feel able to express any concerns, no matter how small, to our Manager, Care Coordinators and Nurses, so that these can be resolved as early as possible.

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)	23
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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
	<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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	REACT mental health training. Oliver McGowan Training Autism and LD Training Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control
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	1
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oliver McGowan Training in Autism and Learning Disabilities Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care equivalent qualification Level 3 in health and Social Care due to be completed by December 2023
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	2
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Registered Nursing Qualification - Active PIN Oliver McGowan Training Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control

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	3
No. of staff working towards the required/recommended qualification	0

Senior 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	8
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	8
Health & Safety	8
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	0
Positive Behaviour Management	0
Food Hygiene	8
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Social Care Qualifications Levels 2,3,4 and 5 All Wales Manual Handling Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control COSHH

Contractual Arrangements

No. of permanent staff	8
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)	7
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	4
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	38
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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	57
Health & Safety	57
Equality, Diversity & Human Rights	57
Manual Handling	57
Safeguarding	57
Dementia	57
Positive Behaviour Management	57
Food Hygiene	57
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control COSHH All Wales Manual Handling Passport Bespoke Clinical Competencies including, PEG, Stoma, Ventilation etc Health and Social Care Qualifications including Levels 2,3,4 and 5.
<p>Contractual Arrangements</p>	
No. of permanent staff	65
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	44
<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)	20
No. of part-time staff (17-34 hours per week)	36
No. of part-time staff (16 hours or under per week)	9
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	13
<p>Other types of staff</p>	
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.	Payroll Business Support Administrator
<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	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.	1 - Completed Oliver McGown Training - Learning Disability and Autism
<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	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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Pride Health and Social care Ltd
Telephone Number	03332224057
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?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	19.80
The maximum hourly rate payable during the last financial year?	26.95

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?	Regular telephone and email discussions, MDT meetings, Visits by Manager/Care Coordinator/Nurses, RI visits, CIW Questionnaire

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.

<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>Our person-centred ethos is embedded in daily practice at multiple levels of our organisation, and there is a strong culture of reflecting on our practice at a senior level with weekly client review meetings held by the senior team.</p> <p>Excellent client care is underpinned by strong systems and robust positive leadership. Our care planning is led by our nurses, and starts well prior to the start of a new package in order to understand the preferences of our clients and their families in a detailed and dynamic way. Our nurses continuously follow up in care packages to find out what is working well for our clients and what changes they would like made to their care: often these changes are incredibly small but make a big difference to our clients feeling listened to and valued.</p> <p>Our care packages are well staffed and we do not experience ongoing issues with rota cover, which means that our clients have the level of consistency which gives them confidence about their care.</p> <p>Our management/care coordination team continue to have an open door policy with respect to our clients and their families, and have regular contact with them. We continue to maintain a register of feedback. Clients and their families are in close contact with the office and clearly feel confident about raising any issues. Any feedback for carers, no matter how apparently small a point, is followed up with supportive conversations with carers to explain client preferences.</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>As we are a complex care provider, we work hard to maintain positive relationships with our clients' families. As some of our care packages have come to Pride after failing with other care companies, dynamics can be complex but we find that an approach that listens to, and is responsive to, concerns or questions, is always beneficial. We take a psychodynamic understanding where there are complex dynamics as this lies at the heart of empathy.</p> <p>Our care plans are dynamic documents, which are collaboratively reviewed with clients and/or their families and updated regularly updated by our nurse. We produce a care needs overview for each client for new carers so that, along with our induction process, they feel as prepared as possible when they start work. Our care staff get to know our clients very well and this enables them to provide uniquely personal care and support. We focus on enabling and supporting our clients to follow their interests.</p> <p>We aim to develop positive, client-focused working relationships within our care teams, as this provides the basis for enabling our clients to live their lives with less anxiety and more capacity for maintaining their health and well-being.</p> <p>New carers learn the details of our clients' preferences and daily routines in their hands-on shadowing, and are encouraged at all times to listen to clients and their families, and be responsive to how their needs may change. Our Nurses visit the care packages on a very regular basis as well as completing regular supervisions with carers in order to identify how they may be supported in their work. Where additional clinical support is needed, this is provided on a responsive, ad hoc basis.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Pride has robust safeguarding procedures in place to ensure the safety of all service users. Our clients and their families have direct access to our Manager, Responsible Individual and to our Nurses, and clearly feel able to raise concerns with our senior team. We have a low threshold for recording (on our matrix) and investigating any expressions of concern from clients or their families.</p> <p>Within Pride Health, whose Directors are both clinicians by background, the multi-disciplinary approach is a hugely valued mode of operation, and our Manager and Nurses communicate very regularly with our clients' MDT as a way to enhance the care provided. Our Clinical Director who is a GP and our Safeguarding Lead takes the lead on safeguarding concerns, and we have a low threshold for discussing any concerns with the Adult Safeguarding Board. Our senior team has instilled a strong culture of reflecting on incidents with a view to ensuring organisational learning at every opportunity. Any concerns are discussed in our weekly senior team meetings, as well as in between meetings if required. We are also proud to have solid and trusting relationships with the commissioning teams.</p> <p>The Pride senior team encourage care staff to report even small incidents/accidents and these are dealt with in a supportive manner. The number of incidents on our register demonstrates that care staff feel comfortable to report issues as they arise. The people we support appear to feel able to express any concerns, no matter how small, to our Manager, Care Coordinators and Nurses, so that these can be resolved as early as possible.</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) 2

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	0
	Positive Behaviour Management	0
	Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	REACT mental health training Oliver McGowen Training, Autism and LD Promoting Person Centred Care Mental Capacity Act 2005 Information governance including Cyber security Level 5 in Health and social care	
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	1
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oliver Mcgowan Training in Autism and Learning Disabilities Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care equivalent qualification Level 3 in health and Social Care due to be completed by December 2023
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
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Registered Nursing Qualification - Active PIN Oliver McGowan Training Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control
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
<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)	1
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	0
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other 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	4
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	4
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	0
Positive Behaviour Management	4
Food Hygiene	4
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Health and Social Care Qualifications Levels 2,3,4 and 5 All Wales Manual Handling Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control COSHH</p>

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)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	1
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	0
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.	Payroll and Business Support Administrator
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	1
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.	1 - Completed Oliver McGown Training - Learning Disability and Autism
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Pride Health and Social Care Ltd
Telephone Number	03332224057
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?	19.80
The maximum hourly rate payable during the last financial year?	26.95

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?	Emails, telephone, MDT's, visits and CIW Inspection Questionnaire.

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.

Our person-centred ethos is embedded in daily practice at multiple levels of our organisation, and there is a strong culture of reflecting on our practice at a senior level with weekly client review meetings held by the senior team.

Excellent client care is underpinned by strong systems and robust positive leadership. Our care planning is led by our nurses, and starts well prior to the start of a new package in order to understand the preferences of our clients and their families in a detailed and dynamic way. Our nurses continuously follow up in care packages to find out what is working well for our clients and what changes they would like made to their care: often these changes are incredibly small but make a big difference to our clients feeling listened to and valued.

Our care packages are well staffed and we do not experience ongoing issues with rota cover, which means that our clients have the level of consistency which gives them confidence about their care.

Our management/care coordination team continue to have an open door policy with respect to our clients and their families, and have regular contact with them. We continue to maintain a register of feedback. Clients and their families are in close contact with the office and clearly feel confident about raising any issues. Any feedback for carers, no matter how apparently small a point, is followed up with supportive conversations with carers to explain client preferences.

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.

As we are a complex care provider, we work hard to maintain positive relationships with our clients' families. As some of our care packages have come to Pride after failing with other care companies, dynamics can be complex but we find that an approach that listens to, and is responsive to, concerns or questions, is always beneficial. We take a psychodynamic understanding where there are complex dynamics as this lies at the heart of empathy.

Our care plans are dynamic documents, which are collaboratively reviewed with clients and/or their families and updated regularly updated by our nurse. We produce a care needs overview for each client for new carers so that, along with our induction process, they feel as prepared as possible when they start work. Our care staff get to know our clients very well and this enables them to provide uniquely personal care and support. We focus on enabling and supporting our clients to follow their interests.

We aim to develop positive, client-focused working relationships within our care teams, as this provides the basis for enabling our clients to live their lives with less anxiety and more capacity for maintaining their health and well-being.

New carers learn the details of our clients' preferences and daily routines in their hands-on shadowing, and are encouraged at all times to listen to clients and their families, and be responsive to how their needs may change. Our Nurses visit the care packages on a very regular basis as well as completing regular supervisions with carers in order to identify how they may be supported in their work. Where additional clinical support is needed, this is provided on a responsive, ad hoc basis.

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

Pride has robust safeguarding procedures in place to ensure the safety of all service users. Our clients and their families have direct access to our Manager, Responsible Individual and to our Nurses, and clearly feel able to raise concerns with our senior team. We have a low threshold for recording (on our matrix) and investigating any expressions of concern from clients or their families.

Within Pride Health, whose Directors are both clinicians by background, the multi-disciplinary approach is a hugely valued mode of operation, and our Manager and Nurses communicate very regularly with our clients' MDT as a way to enhance the care provided. Our Clinical Director who is a GP and our Safeguarding Lead takes the lead on safeguarding concerns, and we have a low threshold for discussing any concerns with the Adult Safeguarding Board. Our senior team has instilled a strong culture of reflecting on incidents with a view to ensuring organisational learning at every opportunity. Any concerns are discussed in our weekly senior team meetings, as well as in between meetings if required. We are also proud to have solid and trusting relationships with the commissioning teams.

The Pride senior team encourage care staff to report even small incidents/accidents and these are dealt with in a supportive manner. The number of incidents on our register demonstrates that care staff feel comfortable to report issues as they arise. The people we support appear to feel able to express any concerns, no matter how small, to our Manager, Care Coordinators and Nurses, so that these can be resolved as early as possible.

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) 2

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	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oliver Mcgowan Training in Autism and Learning Disabilities Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care
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	1
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oliver McGowan Training in Autism and Learning Disabilities Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care equivalent qualification Level 3 in health and Social Care due to be completed by December 2023
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	2
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Registered Nursing Qualification - Active PIN Oliver McGowan Training Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control

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	3
No. of staff working towards the required/recommended qualification	0

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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	0
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Health and Social Care Qualifications Levels 2,3,4 and 5 All Wales Manual Handling Promoting Person Centred Care in Health and Social Care Mental Capacity Act 2005 inc Deprivation of Liberty Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control COSHH
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)	0
No. of part-time staff (17-34 hours per week)	3
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	1
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.	Payroll and Business Support Administrator

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	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.	1 - Completed Oliver McGown Training - Learning Disability and Autism
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	0
No. of staff working toward required/recommended qualification	0

Service Profile

Service Details

Name of Service	Pride Health and Social Care Ltd
Telephone Number	01172034087
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?	Not currently active in this area.

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.	Not currently active in this area.
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.	Not currently active in this area.
The extent to which people feel safe and protected from abuse and neglect.	Not currently active in this area.

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

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