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:		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 Ranning

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 c lear expectations for each role in their Job Description which provi des 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 serv ice 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 Certific ate of Sponsorship to recruit from overseas which has enabled us to stabilise staffing.

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

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 Manag er and Nurses, RI visits, CIW Inspection Questionnaire, MDT meet ings.

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)	
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 rob ust positive leadership. Our care planning is led by our nurses, and starts well prior to the start of a new package in order unde rstand the preferences of our clients and their families in a deta iled and dynamic way. Our nurses continuously follow up in car e packages to find out what is working well for our clients and w hat changes they would like made to their care: often these changes are incredibly small but make a big difference to our client s feeling listened to and valued.

Our care packages are well staffed and we do not experience o n-going issues with rota cover, which means that our clients ha ve 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 p ositive relationships with our clients' families. As some of our ca re packages have come to Pride after failing with other care co mpanies, 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 collaborative ly 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 relationship s 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 dail y 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 pack ages on a very regular basis as well as completing regular sup ervisions 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 th e safety of all service users. Our clients and their families have direct access to our Manager, Responsible Individual and to ou r Nurses, and clearly feel able to raise concerns with our senior team. We have a low threshold for recording (on our matrix) an d investigating any expressions of concern from clients or their families.

Within Pride Health, whose Directors are both clinicians by back ground, the multi-disciplinary approach is a hugely valued mod e of operation, and our Manager and Nurses communicate very regularly with our clients' MDT as a way to enhance the care pr ovided. 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 Safegu arding Board. Our senior team has instilled a strong culture of r eflecting on incidents with a view to ensuring organisational lear ning at every opportunity. Any concerns are discussed in our w eekly senior team meetings, as well as in between meetings if r equired. We are also proud to have solid and trusting relations hips with the commissioning teams.

The Pride senior team encourage care staff to report even sma Il incidents/accidents and these are dealt with in a supportive m anner. The number of incidents on our register demonstrates t hat care staff feel comfortable to report issues as they arise. Th e people we support appear to feel able to express any concer ns, no matter how small, to our Manager, Care Coordinators an d 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 23 31 March)

Service Manager

No. of posts vacant

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

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	

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 McGowan Training Autism and LD Training Promoting Person Centred Care in Health and Soci al 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 fixe	d 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		
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager		
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'.		
not dumined 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 sabilities Promoting Person Centred Care in Health and So al Care Mental Capacity Act 2005 inc Deprivation of Liber Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care equivalent qual cation Level 3 in health and Social Care due to be compted 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	d 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
No. of part-time staff (16 hours or under per week) Staff Qualifications	
•	
Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a Service	0
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care	2
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	2 1 Yes
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe	2 1 Yes cifically to this role type only. Unless otherwise
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager Other supervisory staff Does your service structure include roles of this type? Important: All questions in this section relate spe stated, the information added should be the positions.	2 1 Yes cifically to this role type only. Unless otherwise

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 3 Health & Safety Equality, Diversity & Human Rights 3 3 Manual Handling 3 Safeguarding 0 Dementia Positive Behaviour Management 0 Food Hygiene Please outline any additional training undertaken Registered Nursing Qualification - Active PIN pertinent to this role which is not outlined above. Oliver Mcgowan Training Promoting Person Centred Care in Health and Soci al 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 0 No. of Fixed term contracted staff No. of volunteers 0 0 No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) 0 staff 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 3 be registered with Social Care Wales as a social care worker 0 No. of staff working towards the required/recommended qualification Senior social care workers providing direct care Does your service structure include roles of this Yes type? 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

8

0

No. of staff in post

No. of posts vacant

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 0 Dementia Positive Behaviour Management 0 Food Hygiene 8 Please outline any additional training undertaken Health and Social Care Qualifications Levels 2,3,4 pertinent to this role which is not outlined above. and 5 All Wales Manual Handling Promoting Person Centred Care in Health and Soci al 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 0 No. of volunteers No. of Agency/Bank staff 0 No. of Non-guaranteed hours contract (zero hours) 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 2 No. of staff working towards the required/recommended qualification Other social care workers providing direct care Does your service structure include roles of this Yes type? 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

38

No. of staff in post

No. of posts vacant	0
Training undertaken during the last financial yea	r for this role type.
Set out the number of staff who undertook relevative provided is only a sample of the training that may can be added to 'Please outline any additional transfer outlined above'.	y have been undertaken. Any training not listed
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, St ma, Ventilation etc Health and Social Care Qualifications including Levels 2,3,4 and 5.
Contractual Arrangements	65
No. of permanent staff No. of Fixed term contracted staff	65 0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers	
No. of permanent staff No. of Fixed term contracted staff	0
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours)	0 0 0 44
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff	0 0 0 44
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed	0 0 44 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week)	0 0 44 d term contact staff by hours worked per week.
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0 0 44 d term contact staff by hours worked per week. 20 36
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0 0 0 44 d term contact staff by hours worked per week. 20 36
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social	0 0 44 d term contact staff by hours worked per week. 20 36 9
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the	0 0 0 44 d term contact staff by hours worked per week. 20 36 9
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification	0 0 44 d term contact staff by hours worked per week. 20 36 9
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other types of staff Does your service structure include any additional	0 0 0 44 d term contact staff by hours worked per week. 20 36 9
No. of permanent staff No. of Fixed term contracted staff No. of volunteers No. of Agency/Bank staff No. of Non-guaranteed hours contract (zero hours) staff Outline below the number of permanent and fixed No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week) Staff Qualifications No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker No. of staff working towards the required/recommended qualification Other types of staff Does your service structure include any additional role types other than those already listed? List the role title(s) and a brief description of the	0 0 0 44 d term contact staff by hours worked per week. 20 36 9 6 13 Yes Payroll

No. of posts vacant	0
Training undertaken during the last financial year Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training that may outlined above'.	ant training. The list of training categories
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
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 fixe	d 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 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

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

Communicating with people who use the service

Identify any non-verbal communication methods used in the pr	ovision 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 <u>guidance</u> 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.

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Number of posts and staff turnover

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

The following section requires you to answer questions about each staff type including information about the number of filled

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

and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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 fixe	d 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 spe stated, the information added should be the pos Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in post	2
No. of staff in post No. of posts vacant Training undertaken during the last financial years Set out the number of staff who undertook relevant	0 or for this role type.
No. of posts vacant Training undertaken during the last financial year Set out the number of staff who undertook releven provided is only a sample of the training that ma	or for this role type.
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	10
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixe	d 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	Yes
type?	res
Filled and vacant posts	ition as of the 31st March of the last financial year.
No. of staff in past	2
No. of staff in post No. of posts vacant Training undertaken during the last financial yea	2 0 ar for this role type.
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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 fixe	d 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
Other social care workers providing direct care	
Does your service structure include roles of this	Yes
Important: All questions in this section relate spe	crifically to this role type only. Unless otherwise
Important: All questions in this section relate spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
Important: All questions in this section relate spe stated, the information added should be the pos	ecifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
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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 fixe	d 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.	Payoll 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 yea	ar for this role type
Set out the number of staff who undertook relevent provided is only a sample of the training that ma	ant training. The list of training categories
Set out the number of staff who undertook relevent provided is only a sample of the training that matcan be added to 'Please outline any additional to	ant training. The list of training categories y have been undertaken. Any training not listed
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Set out the number of staff who undertook relevance provided is only a sample of the training that may can be added to 'Please outline any additional training undertook not outlined above'. Induction Health & Safety Equality, Diversity & Human Rights Manual Handling Safeguarding Dementia Positive Behaviour Management Food Hygiene Please outline any additional training undertaken pertinent to this role which is not outlined above. Contractual Arrangements No. of permanent staff	ant training. The list of training categories y have been undertaken. Any training not listed raining undertaken pertinent for this role which is 1 0 0 0 0 1 - Completed Oliver McGown Training - Learning Disability and Autism

0		
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
2		
0		
0		
Staff Qualifications		
0		
0		

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

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 Questionnair e.

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 <u>guidance</u> 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 rob ust positive leadership. Our care planning is led by our nurses, and starts well prior to the start of a new package in order unde rstand the preferences of our clients and their families in a deta iled and dynamic way. Our nurses continuously follow up in car e packages to find out what is working well for our clients and w hat changes they would like made to their care: often these changes are incredibly small but make a big difference to our client s feeling listened to and valued.

Our care packages are well staffed and we do not experience o n-going issues with rota cover, which means that our clients ha ve the level of consistency which gives them confidence about t heir 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 p ositive relationships with our clients' families. As some of our ca re packages have come to Pride after failing with other care co mpanies, 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 collaborative ly 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 relationship s 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 dail y 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 pack ages on a very regular basis as well as completing regular sup ervisions 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 back ground, the multi-disciplinary approach is a hugely valued mod e 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 lear ning 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 relations hips with the commissioning teams.

The Pride senior team encourage care staff to report even sma II incidents/accidents and these are dealt with in a supportive m anner. The number of incidents on our register demonstrates t hat 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)

Service Manager

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

Does your service structure include roles of this type?	Yes	
Important: All questions in this section relate spe stated, the information added should be the pos	cifically to this role type only. Unless otherwise ition 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 Di sabilities Promoting Person Centred Care in Health and Soci al 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 fixe		
No. of full-time staff (35 hours or more per week) No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (17-54 hours per week)	0	
140. Of part-time staff (10 flours of under per week)		
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		

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'.

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 I sabilities Promoting Person Centred Care in Health and So al Care Mental Capacity Act 2005 inc Deprivation of Liber Information Governance including Cyber Security Fire Safety Coronavirus (COVID 19) Infection, Prevention and Control Level 5 in Health and Social Care equivalent qualication Level 3 in health and Social Care due to be comp ted 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 Outline below the number of permanent and fixed	d term contact staff by hours worked per week.
No of full time staff (OF bound or years now year)	I a
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week) No. of part-time staff (16 hours or under per week)	0
Two. of part-time staff (10 flours of 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 spe	cifically to this role type only. Unless otherwise ition as of the 31st March of the last financial year.
stated, the information added should be the post	
Filled and vacant posts	
	2

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	
	3	
Safeguarding Dementia	0	
Positive Behaviour Management	0	
Food Hygiene	3	
Please outline any additional training undertaken	Registered Nursing Qualification - Active PIN	
pertinent to this role which is not outlined above.	Oliver Mcgowan Training Promoting Person Centred Care in Health and Soci al 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	
Other social care workers providing direct care		

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.

Yes

Does your service structure include roles of this

type?

Filled and vacant posts		
b. 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	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 Soci al 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	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		
ositive 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)	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 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?	
Other languages used in the provision of the service	

Service Provision

People Supported

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

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 <u>guidance</u> 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)

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	