

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:	Prime Care Services Ltd	
The provider was registered on:	11/10/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Prime Care Services Ltd (Cardiff and the Vale)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/10/2019
	Responsible Individual(s)	Sheraz Ahmed
	Manager(s)	Joanne Morgan
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Prime Care Services Ltd (Gwent)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/10/2019
	Responsible Individual(s)	Sheraz Ahmed
	Manager(s)	Joanne Morgan
Partnership Area	Gwent	
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	<p>Training continues to be provided inline with our Statement of Purpose. More training face to face is now being offered since the pandemic and the training budget has been reviewed to ensure it meets the needs of the service.</p> <p>Staff training continues to be reviewed during supervision, induction and appraisals.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recruitment continues to be completed inline with our Statement of Purpose and policies and procedures. Overtime policies have been introduced to manage any sickness and vacancies which has ensured we have not needed to use agency workers.</p>

Service Profile

Service Details

Name of Service	Prime Care Services Ltd (Cardiff and the Vale)
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Telephone Number	02921320880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other language currently used. Services could be provided through the medium of Welsh if needed by a person we support.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	15.00

Complaints

What was the total number of formal complaints made during the last financial year?	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Key worker meetings and reports. 3 monthly questionnaires. Quarterly RI visits which consult with people.

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)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Social stories

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>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent. whilst the question do not match exactly to the question above we used the closest and will review the questions for the next quarter.</p> <p>3 - 1 person 4 - 3 people 5 - 2 people 6 - 3 people</p> <p>The scores of 3 and 4 were reflective of those who were unable to directly influence their support. This may be due to being unable to communicate or level of learning disability. Also, 1 person only answered the first page and left remaining pages blank.</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>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent. whilst the question do not match exactly to the question above we used the closest and will review the questions for the next quarter.</p> <p>3 - 1 person 4 - 0 5 - 3 people 6 - 5 people</p> <p>The person who marked 3 (adequate) has a care plan in place to manage their desire to see a medical professional more regularly than required. This was devised with the support of the MD T.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent.</p> <p>5 - 3 people 6 - 7 people</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)	30

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

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
	Filled and vacant posts	

No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	2
Dementia	0
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual Arrangements</p>	
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
<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)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
<p>Deputy service manager</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	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	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff

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

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	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

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 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	4
No. of posts vacant	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	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.	Professionalism training completed by all.
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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
No. of staff working towards the required/recommended qualification	1
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	23
No. of posts vacant	3
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	23
Health & Safety	19
Equality, Diversity & Human Rights	20
Manual Handling	0
Safeguarding	23

Dementia	0
Positive Behaviour Management	16
Food Hygiene	22
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional training provided determined by need of the service. For example positive behaviour support, epilepsy etc
Contractual Arrangements	
No. of permanent staff	23
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	4
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)	18
No. of part-time staff (17-34 hours per week)	5
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	12
No. of staff working towards the required/recommended qualification	6
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Prime Care Services Ltd (Gwent)
Telephone Number	02921320880
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Non verbal techniques

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	9.90
The maximum hourly rate payable during the last financial year?	15

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?	Three monthly RI visits where people are consulted, 3 monthly surveys for staff and young people, monthly key worker reviews and being presented and spending time with people to ensure they are listened to and are able to inform practice.

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)	Yes
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Social stories

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent. whilst the question do not match exactly to the question above we used the closest and will review the questions for the next quarter.</p> <p>3 - 1 person 4 - 3 people 5 - 2 people 6 - 3 people</p> <p>The scores of 3 and 4 were reflective of those who were unable to directly influence their support. This may be due to being unable to communicate or level of learning disability. Also, 1 person only answered the first page and left remaining pages blank.</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>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent. whilst the question do not match exactly to the question above we used the closest and will review the questions for the next quarter.</p> <p>3 - 1 person 4 - 0 5 - 3 people 6 - 5 people</p> <p>The person who marked 3 (adequate) has a care plan in place to manage their desire to see a medical professional more regularly than required. This was devised with the support of the MD T.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Data was gathered from our most recent surveys. We received 10 surveys completed, some anonymous and some with the person being supported names on. Our surveys are scored 1-6, 1 being unsatisfactory and 6 being excellent.</p> <p>5 - 3 people 6 - 7 people</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>0</p>

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