

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: | Procare Nursing Agency Ltd | |
| The provider was registered on: | 02/05/2019 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Procare Nursing Agency | |
| | Service Type | Domiciliary Support Service |
| | Type of Care | None |
| | Approval Date | 02/05/2019 |
| | Responsible Individual(s) | Ceri Jones |
| | Manager(s) | |
| | 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 | New staff have a through induction into the service and complete mandatory training, training is then reviewed during supervision meetings and any potential training needs identified during spot checks or identified non conformance will be reviewed and added to the training schedule for that staff member. We review training in line with the service users needs and any additional training identified is sourced and provided for staff before they being working with the service user. |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | As a continually growing service we are in a state of constant recruitment ensuring that we are able to meet the demands of those that need our services. Recruitment is difficult within the sector as reflected nationally however we continue to review the service to try and retain staff ensuring that we meet the needs of staff via training and support. Children's support is challenging to retain staff due to the nature of session timings, but we are continually reviewing this to try and improve. |

Service Profile

Service Details

| | |
|--|------------------------|
| Name of Service | Procare Nursing Agency |
| Telephone Number | 02920258300 |
| 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? | 207 |
|--|-----|

Fees Charged

| | |
|---|-------|
| The minimum hourly rate payable during the last financial year? | 15.90 |
| The maximum hourly rate payable during the last financial year? | 30 |

Complaints

| | |
|--|--|
| What was the total number of formal complaints made during the last financial year? | 34 |
| Number of active complaints outstanding | 0 |
| Number of complaints upheld | 7 |
| Number of complaints partially upheld | 11 |
| Number of complaints not upheld | 16 |
| What arrangements were made for consulting people who use the service about the operation of the service during the last financial year? | <p>Service User Guide is issued at commencement of service, and copies given to service users if there any updates made.</p> <p>We carry out engagement events at local colleges and education establishments.</p> <p>Social Media page is used via Facebook to give updates across sectors</p> <p>Regular reviews are carried out with service users and their families and feedback sought and updates given on a one to one level.</p> <p>We are aware that we have further work to do within this area and will be working toward this across the coming months in line with our improvement planning.</p> |

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.

| | |
|---|---|
| <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>We take time to sit with our service users and their families ensuring that we are considering all of their needs. It is important to us that voices are heard when completing personal plans whether that is during the initial assessment or during the regular review of the plan. Field care staff build relationships with service users and their families and are a face to the service that service users feel they can express themselves to.</p> <p>Carers are allocated to service users to allow consistency as much as possible within the delivery of the service and for sustainable relationships to be delivered.</p> <p>Carers are encouraged to provide information to service users of activities that are taking place within their locality and to encourage active participation where possible. Service users and their families are offered questionnaires to complete either with the field care supervisor or via an anonymous platform. We consider all of this information and use this to inform improvement planning.</p> <p>Whilst we appreciate that whilst we will strive to achieve excellence in all areas, we may not always manage this and promote a service that embraces feedback and uses this to plan for the development of the service, the consideration of feedback on the service is robust and we use this to review practice.</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>We support our service users in many ways to maintain their ongoing health, development and overall wellbeing, we will move call times to accompany service users to hospital appointments and work closely with health care professionals such as GPs, District Nurses and Occupational Therapists. Within children's services we have also built links with school, other respite services and crisis intervention teams to support the child and their family.</p> <p>We ensure that our service is an active part of the multi disciplinary team around the service user, building relationships with all of the professionals involved to ensure that the care we deliver is planned in line with the service users health and support needs.</p> <p>Most people are happy with the service we provide and most queries raised are usually around change of carers or call times, however as a service we are doing all we can to maintain a stable staff team so that care remains consistent for all of our service users.</p> <p>There are moments where we are unable to fully deliver the service due to contractual arrangements for the service user not being suited to meet all of the needs and on times there is difficulty where there is no allocated social worker for the service user and the family that can consider the current care package or to carry out a care plan review, however we are working with commissioners to ensure that we are able to meet all of the needs of the service user.</p> <p>We have implemented the use of an online platform for care planning, risk assessment and logging of all care delivery. This allows timely audits by managers and a service that is responsive to information requests by the team around the service users.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>We have a number of measures in place to ensure that service users feel safe and are protected from abuse and neglect. Safer recruitment is in depth and all staff are suitably appointed, all staff receive training in safeguarding and reporting of concerns and the service has a whistle blowing procedure.</p> <p>Risk Assessments are completed alongside care planning and these are available to all staff by means of the online platform, this allows any changes to be made quickly and staff to receive the most up to date information quickly.</p> <p>All staff wear uniform and carry ID badges and have access to PPE as required for their role, the use of PPE is tested during spot checking.</p> <p>Medication management is robust and Medication Competency Checks and Medication Audits are carried out.</p> <p>Key information is provided to all service users should they need to make a complaint or raise a concern.</p> <p>Mandatory training is robust and all staff receive a blend of face to face and online learning depending on the subject. Supervision of staff in the field is planned and carried out to ensure that the standard of service delivery is consistent and meets the needs of the service users.</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) | 45 |
|--|----|

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 | 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 | 2 |
| | Health & Safety | 2 |
| | Equality, Diversity & Human Rights | 2 |
| | Manual Handling | 2 |
| | Safeguarding | 2 |
| | Dementia | 1 |
| | Positive Behaviour Management | 2 |
| | Food Hygiene | 2 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | | |
| Contractual Arrangements | | |
| No. of permanent staff | 2 | |
| No. of Fixed term contracted staff | 0 | |
| No. of volunteers | 0 | |
| No. of Agency/Bank staff | 0 | |
| No. of Non-guaranteed hours contract (zero hours) staff | 0 | |

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 | 0 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 2 |

Deputy service manager

| | |
|---|----|
| Does your service structure include roles of this type? | No |
|---|----|

Other supervisory staff

| | |
|---|-----|
| Does your service structure include roles of this type? | Yes |
|---|-----|

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

Filled and vacant posts

| | |
|----------------------|----|
| No. of staff in post | 10 |
| 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 | 10 |
| Health & Safety | 10 |
| Equality, Diversity & Human Rights | 10 |
| Manual Handling | 10 |
| Safeguarding | 10 |
| Dementia | 5 |
| Positive Behaviour Management | 5 |
| Food Hygiene | 10 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | |

Contractual Arrangements

| | |
|---|----|
| No. of permanent staff | 10 |
| 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) | 9 |
| 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 | 8 |
| No. of staff working towards the required/recommended qualification | 2 |
| 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? | 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 | 115 |
| 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 | 115 |
| Health & Safety | 115 |
| Equality, Diversity & Human Rights | 115 |
| Manual Handling | 115 |
| Safeguarding | 115 |
| Dementia | 49 |
| Positive Behaviour Management | 66 |
| Food Hygiene | 115 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Infection Control GDPR Medication Risk Assessment COSHH First Aid Paediatric First Aid Epilepsy Awareness Autism Awareness |
| Contractual Arrangements | |
| No. of permanent staff | 115 |
| 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) | 36 |
| No. of part-time staff (17-34 hours per week) | 67 |
| No. of part-time staff (16 hours or under per week) | 12 |
| Staff Qualifications | |
| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 69 |
| No. of staff working towards the required/recommended qualification | 46 |
| 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. | 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 | 2 |
| Health & Safety | 2 |
| Equality, Diversity & Human Rights | 2 |
| Manual Handling | 2 |
| Safeguarding | 1 |
| Dementia | 0 |
| Positive Behaviour Management | 1 |
| Food Hygiene | 0 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | GDPR Information Security Safer Recruitment |
| 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 |
| <div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div> | |
| No. of staff who have the required qualification | 0 |
| No. of staff working toward required/recommended qualification | 2 |