

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:	RSD Social Care Ltd	
The provider was registered on:	26/07/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	RSD Social Care Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	26/07/2018
	Responsible Individual(s)	Ian Bailey
	Manager(s)	Karl Heinrich
	Partnership Area	West Glamorgan
	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	RSD is able to provide in house Manual Handling Training to our staff as we have a Train the Trainer trained member of staff. We also provide "Induction to Care" Training to new and existing care rs on general care expectations to Service Users in their own hom e, such as greeting on arrival to recycling and laundry. We also h ave in place On Line Training which is mobile friendly and not onl y covers the usual Care Certificate but allows all carers to freely t ake on any other courses eg Epilepsy
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Due to rising wages being offered in other sectors and the current requirements for Carers to register with Social Care Wales and co mplete extra qualifications without financial gain, RSD have found it increasingly difficult to recruit and retain staff. This has forced u s to look at Sponsorship of foreign students which comes at a cos t of £565 per person per year. The foreign student population has saved the care sector from the brink of collapse.

Service Profile

Service Details

Name of Service	RSD Social Care Ltd
Telephone Number	01792585859
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?	554
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.29
The maximum hourly rate payable during the last financial year?	21.92

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?	Client Satisfaction Questionnaires are completed by Senior Carers / Co-ordinators every 3 months with every client. Reviews are carried out with every new client after 6 weeks and annually thereafter unless an issue is raised by RSD or our client. Responsible Individual carries out random client reports on our service every 3 months

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	Yes
List 'Other' forms of non-verbal communication used	Not Applicable as we do not have any clients that require this service

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>People have a voice and are listened to. Personal plans reflect people's needs well and give a good overview of what is important to the individual. Reviews take place routinely with people, however revisiting the content of personal plans during these reviews would enhance this process. The RI routinely visits people to obtain their feedback about the service to drive improvements and questionnaires are completed to highlight any areas of poor performance. This information drives the improvements in the service highlighted in the quality-of-care reviews. Overall, people are satisfied with the service received by RSD care staff. We visited and spoken with clients receiving the service and most comments were positive. People told us that they usually received care from care workers they know but also understood that there has been a lot of staff leaving and new ones coming on board more recently. People were complimentary of the care workers who visit them, comments include "they are very good, most of them are brilliant", "I think they're very good" and "we've got to know them now, they come at good times for us and they are great for our needs". but sometimes care workers were running late or early and they are not informed. General feedback indicated that communication from the office in these scenarios could be improved.</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>Service Users are supported to maintain their health and wellbeing. The service has systems in place for the management of medication. Care workers who support people with medication have all completed medication training and competency tests and those who haven't are not able to assist with medication until this has been achieved. Care workers complete the Medication Administration Records (MAR) charts in place from the local authority which details the level of support required. On completion, these are audited within the service before being sent to the local authority medication management team. When possible, care workers support the same people to build up good relationships. As a result of this, they can recognise any signs of ill health and seek medical support promptly if required.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>The service has mechanisms in place to safeguard vulnerable individuals to whom they provide care and support. All care staff have completed up to date safeguarding training and are aware of their responsibilities to report any concerns. Care workers spoken with are aware of the procedures to follow to safeguard people they support. There is a safeguarding policy in place which reflects the Wales safeguarding procedures. Service Users told us they feel comfortable with the care staff supporting them and are confident that any concerns they may have would be addressed appropriately.</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>21</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?	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
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<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

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?	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	3
No. of posts vacant	1
<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	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Meds management training
Contractual Arrangements	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	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
Other social care workers providing direct care	
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	56
No. of posts vacant	5
<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	38
Health & Safety	38
Equality, Diversity & Human Rights	38
Manual Handling	38
Safeguarding	38
Dementia	38
Positive Behaviour Management	0
Food Hygiene	38
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Care Certificate 38
<p>Contractual Arrangements</p>	
No. of permanent staff	56
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	5
No. of Non-guaranteed hours contract (zero hours) staff	5
<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)	21
No. of part-time staff (17-34 hours per week)	23
No. of part-time staff (16 hours or under per week)	12
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	24
No. of staff working towards the required/recommended qualification	14
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

