

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.

| | | |
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| Provider name: | S.T.A.R.S. Domiciliary Care Ltd | |
| The provider was registered on: | 01/03/2019 | |
| The following lists the provider conditions: | There are no imposed conditions associated to this provider | |
| The regulated services delivered by this provider were: | Stars Domiciliary Care Ltd | |
| | Service Type | Domiciliary Support Service |
| | Type of Care | None |
| | Approval Date | 01/03/2019 |
| | Responsible Individual(s) | Robert Sage |
| | Manager(s) | Kelly Ann Thomas |
| | Partnership Area | West Glamorgan |
| | Service Conditions | There are no conditions associated to this service |

Training and Workforce Planning

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| 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 have a staff training matrix that is regularly reviewed - see CIW and BCBC annual inspection report We use an online training company Care Skills Academy and also specialist training companies such as CCE Training to ensure all staff are fully trained We also carry out internal training and mentoring of staff |
| Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider | As a company we pay the RLW (the majority of staff earn over the RLW) We advertise through indeed All staff have regular supervisions and we try to accommodate staff wishes in terms of rotas/time off etc Regular training provided and management work closely mentoring supporting staff |

Service Profile

Service Details

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| Name of Service | Stars Domiciliary Care Ltd |
| Telephone Number | 01656333023 |
| What is/are the main language(s) through which your service is provided? | English Medium |
| Other languages used in the provision of the service | English and we have a few welsh speaking support workers if welsh is required |

Service Provision

People Supported

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| How many people in total did the service provide care and support to during the last financial year? | 40 |
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Fees Charged

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| The minimum hourly rate payable during the last financial year? | 19.98 |
| The maximum hourly rate payable during the last financial year? | 19.98 |

Complaints

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| What was the total number of formal complaints made during the last financial year? | 1 |
| 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? | Annual surveys regular phone calls emails Birdie app code made available so individuals can see daily notes on support provided individuals invited to all support reviews |

Communicating with people who use the service

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|---|-----|
| 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) | Yes |
| 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.

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| 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. | BCBC Annual inspection section - Voice choice and control ST ARS rated as very good ` Support provided by staff is of a very good standard, with individuals reporting they are treated with dignity and respect, their opinions and choices are considered, and they are supported to live their lives as independently as possible. Comments include, 'they are great, we get on well' and 'I enjoy having them support me'. |
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| <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>People are involved in planning and making choices about how they spend their day and it is evident from feedback received that people and relatives using the service are very happy with the support they receive. Individual survey 'Are you happy with the staff who support you?' - 93.75% agreed</p> <p>"Since I have been working with STARS they have built my confidence and I feel more comfortable when I go for my monthly blood test and my anxiety is improving."</p> <p>People confirm that in general they have support from a regular set of support workers who attend at the agreed times.</p> |
| <p>The extent to which people feel safe and protected from abuse and neglect.</p> | <p>BCBC Annual inspection section - Safeguarding STARS rated as very good</p> <p>Email from MASH - highlighting a good working relationship</p> <p>robust procedures in place and both individuals and staff are made aware of how to raise a concern</p> |

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

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| <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>42</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.

| | | |
|------------------------|---|------------|
| <p>Staff Type</p> | <p>Service Manager</p> | |
| | <p>Does your service structure include roles of this type?</p> | <p>Yes</p> |
| | <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> | |
| | <p>No. of staff in post</p> | <p>1</p> |
| | <p>No. of posts vacant</p> | <p>0</p> |
| | <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> | |
| | <p>Induction</p> | <p>1</p> |
| | <p>Health & Safety</p> | <p>1</p> |
| | <p>Equality, Diversity & Human Rights</p> | <p>1</p> |
| <p>Manual Handling</p> | <p>1</p> | |

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|---|--|
| 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. | Autism, Mental health, First Aid, AWIF, self harm training promoting good mental health in the workplace RI training using outcome focused practice training on annual returns commissioning / contract in house training |
| 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 | 2 |
| 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? | 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 |

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|---|--|
| Positive Behaviour Management | 1 |
| Food Hygiene | 1 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Autism, Mental health, First Aid, AWIF, self harm training promoting good mental health in the workplace Internal mentoring from RM and RI on supervisions, appraisals, interviews, liaising with adult social care teams commissioning / contract in house training |
| 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 | 2 |
| No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager | 0 |
| Other supervisory staff | |
| Does your service structure include roles of this type? | No |
| Senior 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 | 6 |
| No. of posts vacant | 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 | 6 |
| Health & Safety | 6 |
| Equality, Diversity & Human Rights | 6 |
| Manual Handling | 6 |

| | |
|---|---|
| Safeguarding | 6 |
| Dementia | 0 |
| Positive Behaviour Management | 6 |
| Food Hygiene | 6 |
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Autism, Mental health, First Aid, AWIF, self harm training promoting good mental health in the work place |
| 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 | 4 |
| 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 |
| 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 | 42 |
| 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 | 7 |
| Health & Safety | 11 |
| Equality, Diversity & Human Rights | 7 |
| Manual Handling | 8 |
| Safeguarding | 10 |
| Dementia | 0 |
| Positive Behaviour Management | 5 |
| Food Hygiene | 14 |

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|---|---|
| Please outline any additional training undertaken pertinent to this role which is not outlined above. | Autism, Mental health, First Aid, AWIF, self harm training promoting good mental health in the workplace regular supervisions, mentoring best practice administering medication |
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| Contractual Arrangements |
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|---|----|
| No. of permanent staff | 42 |
| 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 | 11 |

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| Outline below the number of permanent and fixed term contact staff by hours worked per week. |
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|---|----|
| No. of full-time staff (35 hours or more per week) | 16 |
| No. of part-time staff (17-34 hours per week) | 10 |
| No. of part-time staff (16 hours or under per week) | 16 |

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| Staff Qualifications |
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| No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker | 35 |
| No. of staff working towards the required/recommended qualification | 7 |

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| Other types of staff |
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| Does your service structure include any additional role types other than those already listed? | No |
|--|----|