

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:	SLC Care Agency Ltd	
The provider was registered on:	28/03/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Homecare Matters	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	28/03/2019
	Responsible Individual(s)	Philip Spiby
	Manager(s)	Leigh Roberts
	Partnership Area	North Wales
	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>Covid highlighted a need for ongoing robust infection control training. Homecare Matters joined a pilot scheme with Public Health Wales & Social Care Wales to ensure we could provide this training across the team.</p> <p>Deputy Manager became an Dementia Friends Ambassador ensuring she can continue with dementia training</p> <p>Supervisions, on-site checks and feedback from the people we support is used to collate any training needs.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Financial - very generous petrol allowance. Gift cards to recognise hard work in inclement conditions</p> <p>Team nights out/social events.</p> <p>Emotional support - open door policy with free drinks, always being available to talk to someone who knows them between 7am and 11pm not a call centre. Paid for counselling sessions and supported with medical appointments.</p> <p>Predominantly recruitment is through word of mouth, and we applied for a sponsorship licence to open further recruitment options as needed.</p>

Service Profile

Service Details

Name of Service	Homecare Matters
Telephone Number	01978758494
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	None currently. We have 2 fluent Welsh speaking carers and others with some basic conversational Welsh language, and 2 Polish speaking carers but currently there is no demand for these languages with the clients we provide care for.
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	74
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	22.84

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?	Face to face visits and telephone conversations on a regular basis with the individuals we support by various members of the office/management team. R.I contacted both individuals we support and family members/stakeholders.

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 [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>HCM actively encourage individuals to work in partnership with us decide how their care and support works.</p> <p>As well as an initial face-to face assessment, HCM follow up within a few weeks of care to gain information for the 'This is Me' profiles. A part of this is identifying what is important to them as well as what their goals and 'wishes' are and taking the time to get to know what is and isn't working, as well as what, if any changes we could make. These face-to-face meetings have led to many small changes being made:</p> <p>One individual described high levels of anxiety about prescribed items not being delivered and not being able to access hospital appointments.</p> <p>We have worked with them; with the assessed hours received to ensure these tasks are built into their care plan. By a carer collecting these items and supporting the individual to get to appointments, this improves their well-being enormously. Their voice has been heard.</p> <p>HCM are aware of rights to advocacy should individual's need support for their voice to be heard. No referrals have been made recently.</p> <p>HCM encourage the individual's we support to get in touch with any feedback or suggestions, recently implementing a suggestion of printing Care Support Worker's name in large print on the reverse of their ID badges. The same person asked to be considered for a lunch slot 30 minutes earlier if one arises.</p> <p>HCM train and encourage their team to offer choices in all aspects of the care -from meal choice to clothing – one individual who was cared for in bed, stated 'the carer goes to my wardrobe and describes different clothes, even bringing a few down to me to let me pick'</p> <p>'I am a moving & handling advisor within the community occupational therapy team & work regularly with agencies in the area. I arrange joint visits with the key trainers from HCM who attend calls on time arranged. Support the individual to maintain dignity, choice & as much independence they can for as long as they can.</p> <p>The carers I have met on visits are professional, friendly & seem to go the extra mile to ensure the individual has the care they need at all times.' (Moving & handling Advisor email)</p> <p>'The staff always go the extra mile. Service users are treated with dignity and respect and are given voice and control over the care support they receive. Focus is always on how they can make a service user's life better and what goals they have'</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>HCM take time to find out what our individuals feel would enhance their overall well-being and improve their quality of life resulting in very positive feedback from the individuals we support. We also refer appropriately for health needs.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<ul style="list-style-type: none"> • All staff trained in Safeguarding and aware of whistleblowing process • Team members supporting one individual in particular raised safeguarding concerns, understanding the importance of asking the individual for consent for the referral. They further understood that as this individual's verbal communication skills could be limited, the need for clear, concise questions with 'yes or no' answers whereby they could nod or shake their head was imperative. • Equality & diversity training is made available to all staff <p>HCM operate a 'no blame' culture accepting that mistakes do happen within the workplace and care support workers are proactively encouraged to report errors for them to be rectified swiftly, without the threat of individuals and their actions being targeted for blame. Training needs can then be identified to ensure individuals are looked after safely.</p> <p>HCM have contacted people using their service over the last 4 weeks to ask their opinions. All individuals stated they feel safe & protected. Many referred to their Carecall pendants/Lifelines. Quotes include</p> <p>"I feel safe, no one can get in because the girls lock me in and don't tell anyone else the key box number"</p> <p>"The carers have ID badges so you know who they are, but you get to know their faces and voices anyway. They shout Hello, and I know who it is now, they are trained well so I don't worry about going up in the sling. I felt nervous when I first came home, people coming in while I was lying there, but I know the times now and, yes, I feel safe"</p> <p>"No one can get in except the carers and family with a key. I know not to give my card details to anyone on the phone - they all told me that after their training, and about buying things if they knock the door - they said once they know you have cash here, they might keep coming back, and I think that's true"</p> <p>(Operation Repeat Doorstep Crime/Scams training was provided to a large percentage of the staff)</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)	31
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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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	Safeguarding	0
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Preventing Infection Catheter Medication training Doorstep Crime Awareness Communicating Effectively	
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	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?	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'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	0
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Preventing Infection x 2 Doorstep Crime and Awareness Medication Training
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	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?	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	38
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	12
Health & Safety	16
Equality, Diversity & Human Rights	18
Manual Handling	17
Safeguarding	16
Dementia	14
Positive Behaviour Management	0
Food Hygiene	17
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Preventing Infection Reporting & recording Stroke Awareness Diabetes Awareness Catheter Care Medication Training
Contractual Arrangements	
No. of permanent staff	38
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)	12
No. of part-time staff (17-34 hours per week)	19
No. of part-time staff (16 hours or under per week)	7
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	28
No. of staff working towards the required/recommended qualification	7
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.	Admin Support
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	1
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	3
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.	
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)	1
No. of part-time staff (17-34 hours per week)	1

No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	1