

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:	Spring Lilly Care Ltd	
The provider was registered on:	31/10/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Spring Lilly Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	31/10/2022
	Responsible Individual(s)	Lillian Mkuhlani
	Manager(s)	Lillian Mkuhlani
	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	Spring Lilly Care arranges for staff to receive all core and mandatory training. All staff have clearly defined job descriptions, supervision and personal and professional development plans. All staff are expected to shadow other members of staff during their induction period to better understand their own and others' roles and responsibilities. All staff job descriptions are linked to achieving the individual goals of the people who use the service as set out in their care plan.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a rigorous recruitment, selection and checking procedures to ensure all staff meet the "fitness requirements" described in the regulations, we obtain necessary DBS, Social Care Wales registration. Spring Lilly retains staff by praising, celebrating and rewarding service and individual achievements and ensuring that staff are always well briefed to meet people's daily needs. We have systems in place to determine the right numbers and skill mixes to meet individual needs.

Service Profile

Service Details

Name of Service	Spring Lilly Care
Telephone Number	01792439408
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?	12
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.85
The maximum hourly rate payable during the last financial year?	33.21

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	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>Spring Lilly Carefully endorses the principles of maintaining service users' dignity, privacy and independence by always treating them with consideration and respect and enabling them to make and take part in all decisions regarding their care and treatment, Spring Lilly Care does this by providing users with the information they need to take their own decisions and to inform staff what they need to do to provide fully person-centred programmes of care and treatment.</p> <p>Service users are always involved in decisions about their own care and treatment equally and inclusively, irrespective of their age, gender, sexual orientation, religious persuasion, racial origin, culture, language and disabilities. Care staff are expected and trained to make sure that they always treat the people who they are supporting with consideration, respect and involvement.</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.

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.

Spring Lilly Care ensures that a comprehensive personal plan that shows how they are being supported to achieve their personal outcomes

Spring Lilly Care has values and principles underpinning regarding the autonomy and independence of its service users, which are in line with the principles and values of the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017.

Spring Lilly Care understands autonomy to be the freedom to choose and the right to live an independent life. It understands autonomy, as it applies to people receiving care and support in their own homes to cover basic choices such as the following.

- Choice of how they want to be called or addressed.
- Choice of being able to speak and communicate in Welsh as their first language
- Choice of how they want the service to be provided.
- Choice in terms of being responsible for their medicines or of being supported to take them.
- Choice of what to eat and drink if the service extends to providing meals.
- Choice of times for receiving the service in line with their needs.
- Choice in relation to the arrangement of their own environment.
- Choice of who they wish to have with them when receiving the service.
- Choice in term of who they seek advice from over their care and support needs.
- Being in control of access to their accommodation.
- Being in control of how their carers as "guests" in their houses should use their premises and facilities.

Spring Lilly Care will do the following.

1. Respect people's independence, privacy and rights and their sense of dignity.
2. Always work within the limits of their contractual relationships and agreements made with their service users and commissioners where applicable.
3. Always work to the care plan that has been agreed with the service user.
4. Seek permission from service users in respect of gaining access to their premises and using any facilities to carry out their work.
5. Inform service users and their relatives and friends of how to address any concerns and complaints if they consider the care service is not respecting their rights to choose and be independent.
6. Ensure transparency in its care record -keeping

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.

Spring Lilly Care is based on person-centred values and principles which emphasise that its users should express their views as clearly and candidly as they wish to get the kind and quality of service they expect. Spring Lilly Care also recognises that some service users may not be able to communicate their feelings and views easily, so, we encourage and enable them to have access to advocates or an advocacy service, where this is appropriate, which will help them to express to us, their care service, their wishes and ideas about the services they need or any concerns and complaints.

Spring Lilly Care's approach to advocacy is consistent with all statutory requirements and guidance, which include the following

Spring Lilly Care will comply with the requirements to inform service users and their representatives of the advocacy services available to them if needed (Regulations 19 and 27), and to enable them to make effective use of any advocacy service accessed over, for example, money matters or to make a complaint (Regulations 28 and 64).

The Social Services and Well-being (Wales) Act 2014 requires local authorities and by implication care providers that work in partnership with them to implement Part 10, Advocacy and Complaints, and the associated statutory Code of Practice. The guidance defines advocacy services to be those that provide help by way of representation or otherwise to persons for purposes relating to their care and support.

Where a prospective service user lacks mental capacity to decide about receiving a service they have a full best interests' assessment in line with the MCA

Where full assessments, etc are difficult for different reasons, shortfalls in assessments and information gathering are made as quickly as possible to establish needs and suitability

The extent to which people feel safe and protected from abuse and neglect.

Spring Lilly Care has as a clear policy on keeping service users safe from harm
 Provides or accesses relevant staff training on all safeguarding matters
 Ensures that staff know how to whistleblow to protect service users

Acts promptly in line with their safeguarding policies and procedures by:

- taking prompt action to keep people safe
- alerting the local safeguarding team
- keeping full records of any incident
- taking appropriate action in relation to alleged perpetrators particularly if staff members
- informing the service user of their rights to local advocacy services

Ensures that staff training is kept up to date and is in line with local safeguarding policies and protocols
 Engages with other professionals and agencies to safeguard service users and manage risks to their safety and wellbeing
 Ensures a service user will be involved in the process if subject to a safeguarding alert
 Ensures that the service user (or representative in some cases) is kept fully informed of the enquiries and the outcome
 Supports service users (where applicable to manage their money) without fear of financial abuse, using sound accounting procedures
 Holds service users' money, keeps them in individual accounts (no pooling) and does not use the money for other purposes
 Will only act as an agent in charge of a service user's money as a last resort
 Ensures that only the manager or a senior person can act as an agent, if necessary, and always with lawful authority
 Has a clear policy and procedures for addressing suspected, alleged or actual financial abuse
 Ensures that staff dealing with service users' money are accountable for any expenditure obtaining receipts, etc
 Ensures that service users' money and valuables are stored safely and accessed only by those authorised to do so
 Ensures that all personal valuables and possessions kept by the service are fully recorded on an inventory
 Ensures that service users can access independent advocates or legal services to discuss their financial arrangements such as making a Will
 Has a clear policy and procedures on the use of control and restraint always as a last resort
 Supports staff to use positive behaviour techniques to prevent unnecessary use of control and restraint
 Provides appropriate staff training in safe restraint methods
 Ensures that all incidents using restraint are fully recorded and reviewed to identify any lessons that can be learned
 Ensures that all restraint incidents are subject to regular monitoring and auditing

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) 2

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
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	0
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?	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