

# 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:	Alcedo Green limited	
The provider was registered on:	19/01/2023	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Alcedo Green Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	19/01/2023
	Responsible Individual(s)	Andrew Boardman
	Manager(s)	Claire Griffiths
	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	We are in the process of recruiting a staffing team to begin the services. We are recruiting a training for the who will be appropriately qualified to provide all necessary mandatory training including the Welsh M&H passport where required. We have an electronic care planning and crm system which records all training data of staff to enable us to run report, monitor & continually update and train staff. We also have in house nurses to complete clinical sign off and online training provider.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We are in the process of building and recruiting for our staffing teams

## Service Profile

### Service Details

Name of Service	Alcedo Green Ltd
Telephone Number	01704829590
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

## Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	0
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

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?	0 people as we are in the process of building our staffing team to be able to take on clients

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.

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.	This is not applicable as we have just begun our services
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.	This is not applicable as we have just begun our services
The extent to which people feel safe and protected from abuse and neglect.	This is not applicable as we have just begun our services

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) 1

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?	No
	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