

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:	A Star Support Services Ltd.	
The provider was registered on:	30/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	A Star Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	30/05/2019
	Responsible Individual(s)	Artuom Repin
	Manager(s)	Emma Tregenza
	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	As well as having general and individual training matrices that are checked by the manager and the RI, we have a specific role that deals with training within the organisation. As an added layer of security, we use Monday.com, for which we have a subscription, that sends emails when courses are coming up for renewal.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We use Indeed to advertise. We have a £200 cash incentive for existing staff, if they recommend a suitable candidate. We have an interest free loan scheme. We pay our staff above the market average to encourage them to stay with the company. We are active in progressing staff within the company, should they show aptitude and interest.

Service Profile

Service Details

Name of Service	A Star Support Services
Telephone Number	01352710254
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
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?	62
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Fees Charged

The minimum hourly rate payable during the last financial year?	17.50
The maximum hourly rate payable during the last financial year?	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	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	The RI make regular visits to the service and conducts the three monthly audits of the service, where service users and staff are also consulted. The RI completes a six monthly Quality of Care Review where service users, staff, families and professionals are consulted on the quality of the service and a report is produced.

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.	We try to develop a culture of person centred care and in bed that into our setting. We provide opportunities for people's voices to be heard and ensure that people's choices are listened to. We continue to use the Active Support model where needed. Service users are aware of whom they can speak to and how to make a complaint and the people that are closest to the service users including family, friends and professionals are heavily involved and will if necessary act on behalf of the individuals. We have three monthly audits where a random cross section of service users and staff are questioned about the service and a six monthly quality of care review, where all our service users and their families are given the opportunity to express their views about the service and the support they receive.
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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>All health needs and appointments are met for those individuals we provide a 24 hour service to or where this is identified as a need to be met by the service. Staff strive to ensure that client s have access to all health appointments and all communicate with health professionals regularly. All findings are recorded in a health action plan for reference and monitoring purposes. Health and well-being records help the staff and residents to keep a track of what is needed to be done or what has been done. All staff receive training in all areas of health and well-being and some service users are also encouraged to take part in dental training. Regular reviews are held with the social services , people's families to also monitor health and well-being. All work or evidence of health and well-being requested by the Social Services is submitted in a timely manner. We conduct three monthly review of care and identify new goals, as well as note those, which have already been achieved.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff have training in safeguarding adults and children, The All Wales Safeguarding Training and staff are encouraged to use the all Wales Safeguarding app. All those using the service have access to an advocacy service as well as points of contact for making any complaints. All our clients are encouraged to speak with staff, family and professionals regularly so they can discuss their feelings or if there are any issues or concerns they would like to discuss. All our service users and their families state that they feel safe and secure with our service. We encourage all staff to Whistleblow, should there be concerns and make appropriate safeguarding referrals where needed.</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>51</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>	

Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1

Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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
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	7
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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1

Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	7
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)	7
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	7
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	25
Health & Safety	42
Equality, Diversity & Human Rights	42
Manual Handling	42
Safeguarding	42
Dementia	42
Positive Behaviour Management	42
Food Hygiene	42
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

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	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)	35
No. of part-time staff (17-34 hours per week)	7
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	42
No. of staff working towards the required/recommended qualification	0

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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