

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:	Cera Care Operations Limited	
The provider was registered on:	07/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cera Care Owm Taf	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/05/2019
	Responsible Individual(s)	Nicholas Barker
	Manager(s)	Paul Davies
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Cera Care Gwent	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/05/2019
	Responsible Individual(s)	Nicholas Barker
	Manager(s)	Paul Davies
Partnership Area	Gwent	
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	The company has mapped the training criteria to the AWIF within our new system to ensure that all training needs are met, within this we have also revised our company approach to how to maximise the time staff have in training and obtain the maximum development from this process. There is a clear overview of each site and this is reviewed on a regular basis to give clear ownership of this process to each Manager, we have also set an internal end of Q2 goal for all settings to have a 90% training
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We as an organisation acknowledge the difficult climate of recruitment within the sector and are looking at ways to not only support retention of staff but also ensure that staff are offered additional incentives, we have also reviewed our recruitment process and the reduction of lead time from interview to staff member starting roles. We have ensured that the Welsh living wage has been implemented and will review this as we move ahead, there is also a focus on staff wellbeing.

Service Profile

Service Details

Name of Service	Gera Care Cwm Taf
Telephone Number	03334343094
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	English and Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	220
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.36
The maximum hourly rate payable during the last financial year?	27.77

Complaints

What was the total number of formal complaints made during the last financial year?	6
Number of active complaints outstanding	1
Number of complaints upheld	4
Number of complaints partially upheld	1
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Care Plan reviews with client and Next of Kin, Quality Assurance checks, complaint responses and reviews

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.

Each individual has a Care plan review on a three monthly basis to ensure that all aspects of care provided as specific to their individual needs and preferences, where it is appropriate the individual circle of support are included within this process. Quality assurance touch points are completed three monthly with key quantifiable data to direct improvements or potential focus areas. Internal audits and the RI regulation 73 report are used to also make direct contact with individuals providing additional feedback to the setting, these touch points are then included within action plans as required. We as an organisation are focused on individuals remaining in their own homes/ current place of residence for as long as possible, this is however balanced in regard to always offering the least restrictive option and setting which meets the individual needs best.

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.

Within our domiciliary settings we support individuals to tend to their own healthcare needs whenever this is possible, this includes offering support as required including making appointments and communication with relevant professionals. Within our Cera Tech systems we use algorithms to identify key wording which is attributed to deterioration in health and wellbeing, this is then managed at a branch level to ensure that we act upon these concerns as they are noted. Communication and the recording of this at the setting level is vital to the long term health requirements of the individual, we have been able to reduce the prevalence of hospitalisation utilising this system. When requests are made for us to support attendance at appointments this is facilitated when possible, we can then ensure that the individual is responsible for appointments but we can share the responsibility of this.

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

As an organisation we place the safety of this we support as paramount of importance, we ensure that all staff have completed training and have the relevant knowledge and understanding of not only Safeguarding but also processes to follow when concerns have been noted or communicated. We have a robust policy and procedure in place which enables staff to have a clear process to follow in the event of this being required, we have also designed our own system to record incidents, accidents and Safeguardings/ Whistleblowing concerns. Our system allows us to clearly monitor all recorded events with prompts to ensure that timescales for aspects such as Regulation 60 notifications/ other alerts are made in a timely manner. Within our touch points with individuals we utilise this to ensure that individuals first and foremost feel safe, we also ensure that individuals are aware of how to raise concerns and how to communicate effectively with the setting. We work in an open and transparent manner with all parties involved and are in the mindset to continuously improve our processes.

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)

137

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	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.	
	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	
<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	
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
<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	0
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.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress
<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
Other supervisory staff	
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	6
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	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress
Contractual Arrangements	
No. of permanent staff	6
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)	6
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	6
No. of staff working towards the required/recommended qualification	0
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
<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	137
No. of posts vacant	40
<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	35
Health & Safety	103
Equality, Diversity & Human Rights	103
Manual Handling	137
Safeguarding	137
Dementia	103
Positive Behaviour Management	103
Food Hygiene	103
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress
Contractual Arrangements	
No. of permanent staff	5
No. of Fixed term contracted staff	132
No. of volunteers	0
No. of Agency/Bank staff	0

No. of Non-guaranteed hours contract (zero hours) staff	132
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)	13
No. of part-time staff (17-34 hours per week)	89
No. of part-time staff (16 hours or under per week)	35
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	71
No. of staff working towards the required/recommended qualification	66
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Cera Care Gwent
Telephone Number	03334343094
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?	70
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.36
The maximum hourly rate payable during the last financial year?	27.77

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?	Care Plan reviews with client and Next of Kin, Quality Assurance checks

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

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<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>Each individual has a Care plan review on a three monthly basis to ensure that all aspects of care provided as specific to their individual needs and preferences, where it is appropriate the individual circle of support are included within this process. Quality assurance touch points are completed three monthly with key quantifiable data to direct improvements or potential focus areas. Internal audits and the RI regulation 73 report are used to also make direct contact with individuals providing additional feedback to the setting, these touch points are then included within individual plans as required. We as an organisation are focused on individuals remaining in their own homes/ current place of residence for as long as possible, this is however balanced in regard to always offering the least restrictive option and setting which meets the individual needs best.</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>Within our domiciliary settings we support individuals to tend to their own healthcare needs whenever this is possible, this includes offering support as required including making appointments and communication with relevant professionals. Within our Cera Tech systems we use algorithms to identify key wording which is attributed to deterioration in health and wellbeing, this is then managed at a branch level to ensure that we act upon these concerns as they are noted. Communication and the recording of this at the setting level is vital to the long term health requirements of the individual, we have been able to reduce the prevalence of hospitalisation utilising this system. When requests are made for us to support attendance at appointments this is facilitated when possible, we can then ensure that the individual is responsible for appointments but we can share the responsibility of this.</p>

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

As an organisation we place the safety of this we support as a paramount of importance, we ensure that all staff have completed training and have the relevant knowledge and understanding of not only Safeguarding but also processes to follow when concerns have been noted or communicated. We have a robust policy and procedure in place which enables staff to have a clear process to follow in the event of this being required, we have also designed our own system to record incidents, accidents and Safeguardings/ Whistleblowing concerns. Our system allows us to clearly monitor all recorded events with prompts to ensure that timescales for aspects such as Regulation 60 notifications/ other alerts are made in a timely manner. Within our touch points with individuals we utilise this to ensure that individuals first and foremost feel safe, we also ensure that individuals are aware of how to raise concerns and how to communicate effectively with the setting. We work in an open and transparent manner with all parties involved and are in the mindset to continuously improve our processes.

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) 26

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	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.	Medication Management, Professional Boundaries, Duty of Care, Fire Safety, GDPR, Infection Prevention and Control, Mental Health Awareness,
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	1
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	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.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress
<div style="border: 1px solid green; padding: 2px;">Contractual Arrangements</div>	
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
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	1
<div style="background-color: #e0e0e0; padding: 2px;">Other supervisory staff</div>	
Does your service structure include roles of this type?	Yes
<div style="border: 1px solid green; padding: 2px;">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.</div>	
<div style="border: 1px solid green; padding: 2px;">Filled and vacant posts</div>	
No. of staff in post	2
No. of posts vacant	1
<div style="border: 1px solid green; padding: 2px;"> <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> </div>	
Induction	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3

Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress
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)	3
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	3
No. of staff working towards the required/recommended qualification	0
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	26
No. of posts vacant	15

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	8
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	26
Safeguarding	26
Dementia	20
Positive Behaviour Management	20
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Autism Awareness Fire Safety Health & Safety Basic First aid & Life Support Medication Infection Control GDPR Understanding your role Communication Working in a person-centred way Privacy & Dignity Your Personal Development Understanding Learning Disabilities Mental Health Awareness Managing Stress

Contractual Arrangements

No. of permanent staff	0
No. of Fixed term contracted staff	26
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	26

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)	10
No. of part-time staff (17-34 hours per week)	16
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	10
No. of staff working towards the required/recommended qualification	16

Other types of staff

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