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:	CLCA Company Ltd
The provider was registered on:	02/03/2021
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

CLCA Company Ltd

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	North Wales
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	Powys
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

CLCA Company Ltd	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	02/03/2021
Responsible Individual(s)	Cherry Adams
Manager(s)	Cathy Santiago
Partnership Area	West 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 have a training matrix with a traffic lights system which identifies fully trained staff as green, amber as nearing towards re-training and red as training required. Amber colour comes 3 months before training expires leaving us and the employee plenty of time to get the training updated.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	In terms of recruitment, we advertise on Indeed/job centre but most of our recruitment comes via referrals and word of mouth. We are able to retain staff by an enhanced salary upon reaching full competency. The staff salary we offer is more competitive in the industry.

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	29.00

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?	Introduction of the company to the service directly to the service user through face to face meeting

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)	Yes
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.	Voice: We prioritize creating an environment where every individual's voice is heard, respected, and valued. We encourage open communication, promote meaningful participation in decision-making processes. We provide regular opportunities for them, their families, or representatives to express their views, concerns, and preferences regarding their care and support.
	Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide.
	Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities.
	Enhance Communication Channels: We'll review our existing communication and explore other avenues for them to express their views, concerns, and preferences on top of our Open door policy.
	Strengthen Person-Centered Approach: We'll continue to train staff to better understand and implement person-centered practices, how to support them in making informed choices based on their preferences and needs.
	Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life.
	Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback.
	Regular Supervision/Continuous Improvement: We'll monitor the effectiveness of the measures implemented, gather feedback from clients, families and staff and make adjustments based on insights gained.
	Through regular communication channel such as care reviews, feedback, and client meetings, we continuously improve our services to ensure that their voices are heard. We value their diverse perspectives and experiences recognizing their input in the care and support they receive. We're committed to enhancing their experiences and outcomes to ensure they have a strong voice, genuine choice, and access to meaningful opportunities in their care and support journey

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.	Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively. Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities. Social Development: Our staff supports clients on activities such as visits to shops, animal sanctuaries, teamwork and community engagement, fostering a sense of belonging and enhancing social development in a safe and nurturing setting. Behavioural Need: We work with families, learning disabilities and mental health teams to develop personalized behaviour support plans ensuring consistent and effective approach that encourage self-regulation, emotional well-being and social responsibility. Overall Well-being: We strive to support the overall well-being of every client including children. We consider factors such as emotional and mental health, cultural sensitivity and differences, and individual preferences when providing care and support. Regular assessments and individualized care plans allow us to address specific well-being needs and monitor progress. Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being. Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients. Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment. Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs. Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support. We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives.

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
	Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
	Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
	Reporting/Incident Management: We have clear reporting procedure to report any suspicions or incidents of abuse or neglect. Our staff are trained to promptly report any concerns to designated individuals in the team. We inform our clients and their families about the reporting process and their rights in relation to safeguarding.
	Collaboration with MDT: We actively engage with local authorities, social services, and other key individuals to share information, coordinate interventions, and access additional support when needed to provide holistic and coordinated approach to safeguarding our clients.
	Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
	Strengthening Training and Awareness: We'll enhance our training to ensure staff has comprehensive and up-to-date training.
	Client/Family Engagement: We'll enhance our efforts to engage clients and their families in discussions.
	Strengthening Reporting: We'll continue to review and improve our existing reporting processes.
	Enhanced Risk Assessment and Management: We'll continue to review our risk assessment and management practices to proactively identify and mitigate potential risks.
	Continuous Quality Improvement: We'll continue to monitor and evaluate our practices, seeking feedback from clients, families, staff members, and external key people.
	We prioritize the safety and well-being of our clients and ensuring that our clients feel safe and protected from abuse and neglect through comprehensive measures and protocols. We are committed to maintaining a culture of safety, protection, and vigilance. We continuously review and enhance our practices to ensure that our clients receive the highest standard of care in a nurturing and secure environment.

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)	0

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

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	29.00

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?	Introduction of the company to the service directly to the service user through face to face meeting.

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)	Yes
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. | Voice: We prioritize creating an environment where every individual's voice is heard, respected, and valued. We encourage open communication, promote meaningful participation in decision-making processes. We provide regular opportunities for them, their families, or representatives to express their views, concerns, and preferences regarding their care and support.
Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide.
Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities.
Enhance Communication Channels: We'll review our existing communication and explore other avenues for them to express their views, concerns, and preferences on top of our Open door policy.
Strengthen Person-Centered Approach: We'll continue to train staff to better understand and implement person-centered practices, how to support them in making informed choices based on their preferences and needs.
Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life.
Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback.
Regular Supervision/Continuous Improvement: We'll monitor the effectiveness of the measures implemented, gather feedback from clients, families and staff and make adjustments based on insights gained.
Through regular communication channel such as care reviews, feedback, and client meetings, we continuously improve our services to ensure that their voices are heard. We value their diverse perspectives and experiences recognizing their input in the care and support they receive. We're committed to enhancing their experiences and outcomes to ensure they have a strong voice, genuine choice, and access to meaningful opportunities in their care and support journey |

| 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. | Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively.
Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities.
Social Development: Our staff supports clients on activities such as visits to shops, animal sanctuaries, teamwork and community engagement, fostering a sense of belonging and enhancing social development in a safe and nurturing setting.
Behavioural Need: We work with families, learning disabilities and mental health teams to develop personalized behaviour support plans ensuring consistent and effective approach that encourage self-regulation, emotional well-being and social responsibility.
Overall Well-being: We strive to support the overall well-being of every client including children. We consider factors such as emotional and mental health, cultural sensitivity and differences, and individual preferences when providing care and support. Regular assessments and individualized care plans allow us to address specific well-being needs and monitor progress.
Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being.
Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients.
Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment.
Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs.
Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support.
We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives |

| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
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Collaboration with MDT: We actively engage with local authorities, social services, and other key individuals to share information, coordinate interventions, and access additional support when needed to provide holistic and coordinated approach to safeguarding our clients.
Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
Strengthening Training and Awareness: We'll enhance our training to ensure staff has comprehensive and up-to-date training.
Client/Family Engagement: We'll enhance our efforts to engage clients and their families in discussions.
Strengthening Reporting: We'll continue to review and improve our existing reporting processes.
Enhanced Risk Assessment and Management: We'll continue to review our risk assessment and management practices to proactively identify and mitigate potential risks.
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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) | 0 |

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

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	22.50

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?	Introduction of the company to the service directly to the service user through face to face meeting

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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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	Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide.
	Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities.
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	Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life.
	Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback.
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| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
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	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

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
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Other languages used in the provision of the service	Polish as client required. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
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Number of complaints partially upheld	0
Number of complaints not upheld	0
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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)	Yes
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

> The Responsible Individual must prepare the statement of compliance.
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> CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.
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> 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.	Voice: We prioritize creating an environment where every individual's voice is heard, respected, and valued. We encourage open communication, promote meaningful participation in decision-making processes. We provide regular opportunities for them, their families, or representatives to express their views, concerns, and preferences regarding their care and support. Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide. Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities. Enhance Communication Channels: We'll review our existing communication and explore other avenues for them to express their views, concerns, and preferences on top of our Open door policy. Strengthen Person-Centered Approach: We'll continue to train staff to better understand and implement person-centered practices, how to support them in making informed choices based on their preferences and needs. Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life. Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback. Regular Supervision/Continuous Improvement: We'll monitor the effectiveness of the measures implemented, gather feedback from clients, families and staff and make adjustments based on insights gained. Through regular communication channel such as care reviews, feedback, and client meetings, we continuously improve our services to ensure that their voices are heard. We value their diverse perspectives and experiences recognizing their input in the care and support they receive. We're committed to enhancing their experiences and outcomes to ensure they have a strong voice, genuine choice, and access to meaningful opportunities in their care and support journey

| 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. | Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively.
Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities.
Social Development: Our staff supports clients on activities such as visits to shops, animal sanctuaries, teamwork and community engagement, fostering a sense of belonging and enhancing social development in a safe and nurturing setting.
Behavioural Need: We work with families, learning disabilities and mental health teams to develop personalized behaviour support plans ensuring consistent and effective approach that encourage self-regulation, emotional well-being and social responsibility.
Overall Well-being: We strive to support the overall well-being of every client including children. We consider factors such as emotional and mental health, cultural sensitivity and differences, and individual preferences when providing care and support. Regular assessments and individualized care plans allow us to address specific well-being needs and monitor progress.
Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being.
Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients.
Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment.
Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs.
Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support.
We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives |

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
	Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
	Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
	Reporting/Incident Management: We have clear reporting procedure to report any suspicions or incidents of abuse or neglect. Our staff are trained to promptly report any concerns to designated individuals in the team. We inform our clients and their families about the reporting process and their rights in relation to safeguarding.
	Collaboration with MDT: We actively engage with local authorities, social services, and other key individuals to share information, coordinate interventions, and access additional support when needed to provide holistic and coordinated approach to safeguarding our clients.
	Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
	Strengthening Training and Awareness: We'll enhance our training to ensure staff has comprehensive and up-to-date training.
	Client/Family Engagement: We'll enhance our efforts to engage clients and their families in discussions.
	Strengthening Reporting: We'll continue to review and improve our existing reporting processes.
	Enhanced Risk Assessment and Management: We'll continue to review our risk assessment and management practices to proactively identify and mitigate potential risks.
	Continuous Quality Improvement: We'll continue to monitor and evaluate our practices, seeking feedback from clients, families, staff members, and external key people.
	We prioritize the safety and well-being of our clients and ensuring that our clients feel safe and protected from abuse and neglect through comprehensive measures and protocols. We are committed to maintaining a culture of safety, protection, and vigilance. We continuously review and enhance our practices to ensure that our clients receive the highest standard of care in a nurturing and secure environment.

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)	0

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

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	14

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	29.00

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?	Introduction of the company to the service directly to the service user through face to face meeting

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)	Yes
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.	Voice: We prioritize creating an environment where every individual's voice is heard, respected, and valued. We encourage open communication, promote meaningful participation in decision-making processes. We provide regular opportunities for them, their families, or representatives to express their views, concerns, and preferences regarding their care and support.
	Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide.
	Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities.
	Enhance Communication Channels: We'll review our existing communication and explore other avenues for them to express their views, concerns, and preferences on top of our Open door policy.
	Strengthen Person-Centered Approach: We'll continue to train staff to better understand and implement person-centered practices, how to support them in making informed choices based on their preferences and needs.
	Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life.
	Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback.
	Regular Supervision/Continuous Improvement: We'll monitor the effectiveness of the measures implemented, gather feedback from clients, families and staff and make adjustments based on insights gained.
	Through regular communication channel such as care reviews, feedback, and client meetings, we continuously improve our services to ensure that their voices are heard. We value their diverse perspectives and experiences recognizing their input in the care and support they receive. We're committed to enhancing their experiences and outcomes to ensure they have a strong voice, genuine choice, and access to meaningful opportunities in their care and support journey

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.	Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively. Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities. Social Development: Our staff supports clients on activities such as visits to shops, animal sanctuaries, teamwork and community engagement, fostering a sense of belonging and enhancing social development in a safe and nurturing setting. Behavioural Need: We work with families, learning disabilities and mental health teams to develop personalized behaviour support plans ensuring consistent and effective approach that encourage self-regulation, emotional well-being and social responsibility. Overall Well-being: We strive to support the overall well-being of every client including children. We consider factors such as emotional and mental health, cultural sensitivity and differences, and individual preferences when providing care and support. Regular assessments and individualized care plans allow us to address specific well-being needs and monitor progress. Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being. Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients. Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment. Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs. Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support. We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives

| The extent to which people feel safe and protected from abuse and neglect. | Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
Reporting/Incident Management: We have clear reporting procedure to report any suspicions or incidents of abuse or neglect. Our staff are trained to promptly report any concerns to designated individuals in the team. We inform our clients and their families about the reporting process and their rights in relation to safeguarding.
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Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
Strengthening Training and Awareness: We'll enhance our training to ensure staff has comprehensive and up-to-date training.
Client/Family Engagement: We'll enhance our efforts to engage clients and their families in discussions.
Strengthening Reporting: We'll continue to review and improve our existing reporting processes.
Enhanced Risk Assessment and Management: We'll continue to review our risk assessment and management practices to proactively identify and mitigate potential risks.
Continuous Quality Improvement: We'll continue to monitor and evaluate our practices, seeking feedback from clients, families, staff members, and external key people.
We prioritize the safety and well-being of our clients and ensuring that our clients feel safe and protected from abuse and neglect through comprehensive measures and protocols. We are committed to maintaining a culture of safety, protection, and vigilance. We continuously review and enhance our practices to ensure that our clients receive the highest standard of care in a nurturing and secure environment. |

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) | 54 |

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

> 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	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid in the workplace My Home Life England

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	1

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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Team leader To lead the care team during any span of duty by providing a needs-led service to clients with complex care needs, ensuring that a safe, effective and efficient care service is maintained by adopting a person-centred approach that fosters self-awareness, personal growth and gives the person the strongest voice with regards to decision making and lifestyle choices. HEALTH CARE ASSISTANT The postholder will provide essential clinical support to the registered nursing team in the delivery of all aspects of basic health and social care to patients, within defined levels of competence and practice. At all times, the postholder will be under the direction and supervision of registered nurses (RN). The postholder will primarily work within their own team, but may be required to work anywhere with their competence within the Division in which they are employed.

Filled and vacant posts	
No. of staff in post	45
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	45
Health & Safety	45
Equality, Diversity & Human Rights	45
Manual Handling	45
Safeguarding	45
Dementia	0
Positive Behaviour Management	3
Food Hygiene	45
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Epilepsy, Tracheostomy, mental Health, Diabetes, Medication Awareness, Preventing Radicalisation, Resuscitation, NHS Conflict Resolution

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	38

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	45
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	29.00

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?	Introduction of the company to the service directly to the service user through face to face meeting

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)	Yes
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. | Voice: We prioritize creating an environment where every individual's voice is heard, respected, and valued. We encourage open communication, promote meaningful participation in decision-making processes. We provide regular opportunities for them, their families, or representatives to express their views, concerns, and preferences regarding their care and support.
Choice: We believe that they should have the right to make informed choices about their care and support. We provide a wide range of person-centered options to meet their unique needs and preferences. We involve them in developing personalized care plans so they can decide.
Opportunities: We foster a culture of inclusivity and empowerment where they have access to various opportunities for personal growth, development and engagement. We support them in pursuing their interests, hobbies and aspirations, promote independence and sense of fulfilment. We seek opportunities for them to participate in social, educational, and recreational activities within their communities.
Enhance Communication Channels: We'll review our existing communication and explore other avenues for them to express their views, concerns, and preferences on top of our Open door policy.
Strengthen Person-Centered Approach: We'll continue to train staff to better understand and implement person-centered practices, how to support them in making informed choices based on their preferences and needs.
Expand Opportunities for Engagement: We'll continue to seek opportunities available in the local community, and explore innovative approaches for clients to participate in social events and community life.
Empower Staff and Service Users: We'll continue to focus on fostering a supportive environment where both staff and clients can contribute their ideas, suggestions and feedback.
Regular Supervision/Continuous Improvement: We'll monitor the effectiveness of the measures implemented, gather feedback from clients, families and staff and make adjustments based on insights gained.
Through regular communication channel such as care reviews, feedback, and client meetings, we continuously improve our services to ensure that their voices are heard. We value their diverse perspectives and experiences recognizing their input in the care and support they receive. We're committed to enhancing their experiences and outcomes to ensure they have a strong voice, genuine choice, and access to meaningful opportunities in their care and support journey |

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.	Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively. Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities. Social Development: Our staff supports clients on activities such as visits to shops, animal sanctuaries, teamwork and community engagement, fostering a sense of belonging and enhancing social development in a safe and nurturing setting. Behavioural Need: We work with families, learning disabilities and mental health teams to develop personalized behaviour support plans ensuring consistent and effective approach that encourage self-regulation, emotional well-being and social responsibility. Overall Well-being: We strive to support the overall well-being of every client including children. We consider factors such as emotional and mental health, cultural sensitivity and differences, and individual preferences when providing care and support. Regular assessments and individualized care plans allow us to address specific well-being needs and monitor progress. Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being. Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients. Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment. Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs. Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support. We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
	Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
	Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
	Reporting/Incident Management: We have clear reporting procedure to report any suspicions or incidents of abuse or neglect. Our staff are trained to promptly report any concerns to designated individuals in the team. We inform our clients and their families about the reporting process and their rights in relation to safeguarding.
	Collaboration with MDT: We actively engage with local authorities, social services, and other key individuals to share information, coordinate interventions, and access additional support when needed to provide holistic and coordinated approach to safeguarding our clients.
	Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
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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

Service Profile

Service Details

Name of Service	CLCA Company Ltd

Telephone Number	01743460957
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Polish as client requires. We have a variety of foreign speaking staff of different languages but isnt used as it is not required.

Service Provision

People Supported

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

Fees Charged

The minimum hourly rate payable during the last financial year?	22.50
The maximum hourly rate payable during the last financial year?	29.00

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?	Introduction of the company to the service directly to the service user through face to face meeting

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
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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.	Ongoing Health Support: Our staff work with other healthcare professionals to follow best practices to support the physical well-being of each individual. We have their comprehensive records to monitor and address any health concerns effectively.
	Intellectual Need: We foster intellectual growth for our children. We follow tailored care plans that are age-appropriate to align with their abilities and interests guided by the School Team. Our staff support children in education by taking them to school and supporting with school activities.
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	Individualized Development Plans: We'll continue to implement individualized care plans and guide our staff to support interventions to promote their growth and well-being.
	Enrich Learning Environments: We'll continue to provide training and support to our staff to facilitate activities designed for clients.
	Strengthen Social Interaction: We'll continue to train staff to promote social skills, conflict resolution, empathy that cultivate a supportive and inclusive environment.
	Positive Behaviour Support: We'll strengthen our behaviour support plans to ensure it is aligned with their specific needs.
	Collaborative Partnerships: We'll strengthen collaborative partnerships and engage with families, educators, therapists and community teams to exchange knowledge, share resources and provide a comprehensive network of support.
	We strive to create an environment where clients, including children are happy, supported, and enabled to maintain their ongoing health, development and overall well-being encompassing intellectual, social, and behavioural aspects of their lives

The extent to which people feel safe and protected from abuse and neglect.	Safeguarding Policies and Procedures: We have robust safeguarding policies and procedures in preventing and addressing abuse and neglect.
	Staff Recruitment and Training: We have a rigorous recruitment and thorough vetting procedures. Staff undergo comprehensive training on safeguarding, recognizing signs of abuse and neglect, reporting procedures, appropriate intervention strategies.
	Risk Assessment and Management: We do regular risk assessments to identify potential risks to our clients' safety and well-being which enable us to proactively address any concerns and implement appropriate control measures to mitigate risks.
	Reporting/Incident Management: We have clear reporting procedure to report any suspicions or incidents of abuse or neglect. Our staff are trained to promptly report any concerns to designated individuals in the team. We inform our clients and their families about the reporting process and their rights in relation to safeguarding.
	Collaboration with MDT: We actively engage with local authorities, social services, and other key individuals to share information, coordinate interventions, and access additional support when needed to provide holistic and coordinated approach to safeguarding our clients.
	Client Empowerment and Advocacy: We strive to empower them by actively involving them in decision-making processes, respecting their choices, and ensuring their views are heard and considered.
	Strengthening Training and Awareness: We'll enhance our training to ensure staff has comprehensive and up-to-date training.
	Client/Family Engagement: We'll enhance our efforts to engage clients and their families in discussions.
	Strengthening Reporting: We'll continue to review and improve our existing reporting processes.
	Enhanced Risk Assessment and Management: We'll continue to review our risk assessment and management practices to proactively identify and mitigate potential risks.
	Continuous Quality Improvement: We'll continue to monitor and evaluate our practices, seeking feedback from clients, families, staff members, and external key people.
	We prioritize the safety and well-being of our clients and ensuring that our clients feel safe and protected from abuse and neglect through comprehensive measures and protocols. We are committed to maintaining a culture of safety, protection, and vigilance. We continuously review and enhance our practices to ensure that our clients receive the highest standard of care in a nurturing and secure environment.

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)	0

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