

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:	GP Homecare Limited
The provider was registered on:	12/06/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

Radis Community Care (Cardiff Region)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/04/2021
Responsible Individual(s)	Paula Hoggarth
Manager(s)	Teresa Sparey
Partnership Area	Cardiff and Vale
Service Conditions	There are no conditions associated to this service
Radis Community Care (Gwent Region)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/06/2019
Responsible Individual(s)	Paula Hoggarth
Manager(s)	Sharon Harley, Kerry Bevan
Partnership Area	Gwent
Service Conditions	There are no conditions associated to this service
Radis Community Care (Owm Taf Region)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/06/2019
Responsible Individual(s)	Paula Hoggarth
Manager(s)	Emily Thomas
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service
Radis Community Care (Western Bay Region)	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	12/06/2019
Responsible Individual(s)	Paula Hoggarth
Manager(s)	Emily Thomas
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Mandatory training is undertaken by all employees and refresher training is undertaken as required. Every service has its own training matrix which service managers keep up to date and reflects current staff training requirements and training completed. Employee one to one's are undertaken and recorded quarterly as per regulation 36 and an annual appraisal is completed providing support and praise and setting SMART goals including their training needs for the year going forward.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Services now have their own recruitment officer and advertise on We Care Wales and attend regular recruitment days along with local councils, job centre's and colleges. And the recruitment officer also supports with pre-screening of potential candidates. Over the last year Radis worked alongside local authorities and improvements to T's & C's were applied where possible. To assist with retention we pay for staff's initial SCW registration and continue to support throughout employment.

Service Profile

Service Details

Name of Service	Radis Community Care (Cardiff Region)
Telephone Number	07515063973
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	111
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Fees Charged

The minimum hourly rate payable during the last financial year?	15.60
The maximum hourly rate payable during the last financial year?	15.60

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?	In line with RISCA regulations a meet and greet is set up with the individual and family members/friends if required, prior to the package starting as per Regulation 14. This meeting is held with team leaders who have extensive training on person centred planning and risk assessment training in line with Regulation 15 and 17. This meeting will discuss the needs of expectations of the person. For extra care usually the housing manager will also hold a meeting. The support plan is created, discussed with the person receiving services and placed in their 'home folder' before their services commence. Included in this will be a copy of our Statement of Purpose and a Customer User Guide explaining the service as required by Regulation 19.

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

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.

Support plans are person centred and created around the persons needs in line with Regulations 15 and 17. The support plan is co-produced with the person and includes many sections which are then written in the first person. For example, what important to me? The persons response may be "I want to stay at home" The support plan would state "I wish to remain in my own home" The person would then re-read their care plan and sign if they agree with everything written. The support plan will also include positive risks. There may be occasions where an individual may not want to discuss all of their needs. This is then reviewed three months as per Regulation 16 and the support plan is changed if required. Spot checks are also carried out to ensure that people are happy with the support being provided by the staff and that staff are carrying out their duties in a respectful manner.

Talking with service users during the internal quality audit, all the people felt supported and that they were treated with dignity and respect. They felt that they had a good relationship with staff and the manager and were happy with their support schedules.

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.

In line with Regulation 16 support plans are reviewed every three months. This will include the person receiving the care and potentially a family member. During the review if there are any changes, the support plan would be updated and signed.

If changes occurred sooner than the expectation of three months a support plan review would be held earlier and the required changes made. These would then be assessed to ensure that the changes made were working. And that the support that is being provided promotes safety and well-being as outlined in Regulation 21 and Regulation 23.

Speaking with service users, all felt they were supported to maintain their independence and in one of our extra care schemes, service users had formed had been supported to start up their own "Nana's Knitting" group.

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

All staff prior to commencing employment are required to carry out mandatory AWIF training. One of the courses covered is Safeguarding. This is classroom based which also includes an assessment at the end.

Staff are also required to carry out online learning through our e-learning platform 'Bridge'. All new staff have to complete this prior to starting employment. Staff are then required to complete the Bridge Safeguarding course annually. This then documented on the service training matrix. staff are also required to familiarise themselves with company's Safeguarding policy and procedure for reporting (Regulation 12, 26 and 27).

As much as possible, people will receive support from staff they know and that staff remain consistent. Where a change of staff is required due to e.g. sickness, people will be informed of the change as soon as possible.

Quarterly reviews and spot checks are conducted and also quality monitoring calls are made by the company's compliance team to ensure that people feel safe with the support they are receiving.

During discussions with service users they stated that they felt safe and supported within their homes and that they had a good relationship with staff. They knew the Radis complaints procedure and knew who to contact.

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) 25

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 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. N/A

Contractual Arrangements

No. of permanent staff 1

No. of Fixed term contracted staff 0

No. of volunteers 0

No. of Agency/Bank staff 0

No. of Non-guaranteed hours contract (zero hours) staff 0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week) 1

No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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?	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	58
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	58
Health & Safety	58
Equality, Diversity & Human Rights	58
Manual Handling	58
Safeguarding	58
Dementia	58
Positive Behaviour Management	0
Food Hygiene	58
Please outline any additional training undertaken pertinent to this role which is not outlined above.	N/A
Contractual Arrangements	
No. of permanent staff	58
No. of Fixed term contracted staff	0

No. of volunteers	0
No. of Agency/Bank staff	3
No. of Non-guaranteed hours contract (zero hours) staff	29
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)	18
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	20
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
No. of staff working towards the required/recommended qualification	10
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	Radis Community Care (Cwm Taf Region)
Telephone Number	01443 423790
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	We can provide translators where required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	613
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Fees Charged

The minimum hourly rate payable during the last financial year?	13.12
The maximum hourly rate payable during the last financial year?	23

Complaints

What was the total number of formal complaints made during the last financial year?	35
Number of active complaints outstanding	0

Number of complaints upheld	6
Number of complaints partially upheld	16
Number of complaints not upheld	13
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In line with RISCA regulations a meet and greet is set up with the individual and family members/friends if required, prior to the package starting as per Regulation 14. This meeting is held with team leaders who have extensive training on person centred planning and risk assessment training in line with Regulation 15 and 17. This meeting will discuss the needs of expectations of the person. For extra care usually the housing manager will also hold a meeting. The support plan is created, discussed with the person receiving services and placed in their 'home folder' before their services commence. Included in this will be a copy of our Statement of Purpose and a Customer User Guide explaining the service as required by Regulation 19.

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>Support plans are person centred and created around the person's needs in line with Regulations 15 and 17. The support plan is co-produced with the person and includes many sections which are then written in the first person. For example, what important to me? The person's response may be "I want to stay at home". The support plan would state "I wish to remain in my own home". The person would then re-read their care plan and sign if they agree with everything written. The support plan will also include positive risks. There may be occasions where an individual may not want to discuss all of their needs. This is then reviewed three months as per Regulation 16 and the support plan is changed if required. Spot checks are also carried out to ensure that people are happy with the support being provided by the staff and that staff are carrying out their duties in a respectful manner.</p> <p>During our internal quality audit process, we discuss the provision of care with service users. Following our last audits 100% of people felt they were provided with choices and that their support was discussed with them and there was good communication with the manager and staff. They said that staff and management were responsive to any issues they had.</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>In line with Regulation 16 support plans are reviewed every three months. This will include the person receiving the care and potentially a family member. During the review if there are any changes, the support plan would be updated and signed. If changes occurred sooner than the expectation of three months a support plan review would be held earlier and the required changes made. These would then be assessed to ensure that the changes made were working. And that the support that is being provided promotes safety and well-being as outlined in Regulation 21 and Regulation 23.</p> <p>Speaking with people they said were supported in joining in social activities and helped to maintain their independence as much as possible, and again that there is good communication from staff and the manager.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff prior to commencing employment are required to carry out mandatory AWIF training. One of the courses covered is Safeguarding. This is classroom based which also includes an assessment at the end.</p> <p>Staff are also required to carry out online learning through our e-learning platform 'Bridge'. All new staff have to complete this prior to starting employment. Staff are then required to complete the Bridge Safeguarding course annually. This then documented on the service training matrix. Staff are also required to familiarise themselves with company's Safeguarding policy and procedure for reporting (Regulation 12, 26 and 27).</p> <p>As much as possible, people will receive support from staff they know and that staff remain consistent. Where a change of staff is required due to e.g. sickness, people will be informed of the change as soon as possible.</p> <p>Quarterly reviews and spot checks are conducted and also quality monitoring calls are made by the company's compliance team to ensure that people feel safe with the support they are receiving.</p> <p>From our last inspection report of 2021, we have didn't receive any priority action notices or areas of improvement required. When speaking with service users during the quality audit process, all the people spoken to felt safe and supported and said they were treated with dignity and respect and that consent always sought before any support being given. People knew the process and who to contact should they need to express any concerns or make a complaint.</p>

The following section requires you to answer questions about the staff and volunteers working at the service.

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>250</p>

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	

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	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
<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	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual Arrangements

No. of permanent staff	2
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)	2
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	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?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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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	171
No. of posts vacant	79
<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	171
Health & Safety	171
Equality, Diversity & Human Rights	171
Manual Handling	171
Safeguarding	152
Dementia	152
Positive Behaviour Management	157
Food Hygiene	171
Please outline any additional training undertaken pertinent to this role which is not outlined above.	26
Contractual Arrangements	
No. of permanent staff	171
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	156
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)	74
No. of part-time staff (17-34 hours per week)	58
No. of part-time staff (16 hours or under per week)	39
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	100
No. of staff working towards the required/recommended qualification	23
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

Radis Community Care (Gwent Region)

Telephone Number	01633862478
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Translators can be provided when required.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	337
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Fees Charged

The minimum hourly rate payable during the last financial year?	18
The maximum hourly rate payable during the last financial year?	18

Complaints

What was the total number of formal complaints made during the last financial year?	9
Number of active complaints outstanding	0
Number of complaints upheld	4
Number of complaints partially upheld	3
Number of complaints not upheld	2
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	In line with RISCA regulations a meet and greet is set up with the individual and family members/friends if required, prior to the package starting as per Regulation 14. This meeting is held with team leaders who have extensive training on person centred planning and risk assessment training in line with Regulation 15 and 17. This meeting will discuss the needs of expectations of the person. For extra care usually the housing manager will also hold a meeting. The support plan is created, discussed with the person receiving services and placed in their 'home folder' before their services commence. Included in this will be a copy of our Statement of Purpose and a Customer User Guide explaining the service as required by Regulation 19.

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.

<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>Support plans are person centred and created around the persons needs in line with Regulations 15 and 17. The support plan is co-produced with the person and includes many sections which are then written in the first person. For example, what important to me? The persons response may be "I want to stay at home" The support plan would state "I wish to remain in my own home" The person would then re-read their care plan and sign if they agree with everything written. The support plan will also include positive risks. There may be occasions where an individual may not want to discuss all of their needs. This is then reviewed three months as per Regulation 16 and the support plan is changed or required. Spot checks are also carried out to ensure that people are happy with the support being provided by the staff and that staff are carrying out their duties in a respectful manner.</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>In line with Regulation 16 support plans are reviewed every three months. This will include the person receiving the care and potentially a family member. During the review if there are any changes, the support plan would be updated and signed. If changes occurred sooner than the expectation of three months a support plan review would be held earlier and the required changes made. These would then be assessed to ensure that the changes made were working. And that the support that is being provided promotes safety and well-being as outlined in Regulation 21 and Regulation 23.</p> <p>People are supported in attending social activities within our extra care schemes to support their mental health and wellbeing and this was recognised in having conversations with service users and family members through our internal audit.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All staff prior to commencing employment are required to carry out mandatory AWIF training. One of the courses covered is Safeguarding. This is classroom based which also includes an assessment at the end.</p> <p>Staff are also required to carry out online learning through our e-learning platform 'Bridge'. All new staff have to complete this prior to starting employment. Staff are then required to complete the Bridge Safeguarding course annually. This then documented on the service training matrix. staff are also required to familiarise themselves with company's Safeguarding policy and procedure for reporting (Regulation 12, 26 and 27).</p> <p>As much as possible, people will receive support from staff they know and that staff remain consistent. Where a change of staff is required due to e.g. sickness, people will be informed of the change as soon as possible.</p> <p>Quarterly reviews and spot checks are conducted and also quality monitoring calls are made by the company's compliance team to ensure that people feel safe with the support they are receiving.</p> <p>We are currently working towards the five areas of improvement set out in in our last inspection from March 2023.</p> <p>Service users are contacted as part of our internal audit process. In our last audit 100% people said that they felt safe and supported, they knew which staff members were going to be visiting them and felt they were treated with dignity and respect. People were provided choices by staff and always gained consent prior to being assisted with their care.</p>

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) 150

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.	
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	0
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	0	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	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?	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	144
No. of posts vacant	4
<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	94
Health & Safety	134
Equality, Diversity & Human Rights	123
Manual Handling	140
Safeguarding	136
Dementia	137
Positive Behaviour Management	54
Food Hygiene	153
Please outline any additional training undertaken pertinent to this role which is not outlined above.	71
<p>Contractual Arrangements</p>	
No. of permanent staff	144
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	99

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)	57
No. of part-time staff (17-34 hours per week)	76
No. of part-time staff (16 hours or under per week)	11

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	95
No. of staff working towards the required/recommended qualification	60

Other types of staff

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

Service Details

Name of Service	Radis Community Care (Western Bay Region)
Telephone Number	01443706493
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.27
The maximum hourly rate payable during the last financial year?	27.27

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

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>In line with RISCA regulations a meet and greet is set up with the individual and family members/friends if required, prior to the package starting as per Regulation 14. This meeting is held with team leaders who have extensive training on person centred planning and risk assessment training in line with Regulation 15 and 17. This meeting will discuss the needs and expectations of the person. For extra care usually the housing manager will also hold a meeting. The support plan is created, discussed with the person receiving services and placed in their 'home folder' before their services commence. Included in this will be a copy of our Statement of Purpose and a Customer User Guide explaining the service as required by Regulation 19.</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>No</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>No</p>

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>Support plans are person centred and created around the person's needs in line with Regulations 15 and 17. The support plan is co-produced with the person and includes many sections which are then written in the first person. For example, what is important to me? The person's response may be "I want to stay at home". The support plan would state "I wish to remain in my own home". The person would then re-read their care plan and sign if they agree with everything written. The support plan will also include positive risks. There may be occasions where an individual may not want to discuss all of their needs. This is then reviewed three months as per Regulation 16 and the support plan is changed if required. Spot checks are also carried out to ensure that people are happy with the support being provided by the staff and that staff are carrying out their duties in a respectful manner.</p> <p>Speaking with service users during our quality audit they all felt that their needs were listened to and they were happy with the support they were receiving. People were always spoken to and consent gained prior to any support provided.</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>In line with Regulation 16 support plans are reviewed every three months. This will include the person receiving the care and potentially a family member. During the review if there are any changes, the support plan would be updated and signed. If changes occurred sooner than the expectation of three months a support plan review would be held earlier and the required changes made. These would then be assessed to ensure that the changes made were working. And that the support that is being provided promotes safety and well-being as outlined in Regulation 21 and Regulation 23.</p>

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

All staff prior to commencing employment are required to carry out mandatory AWIF training. One of the courses covered is Safeguarding. This is classroom based which also includes an assessment at the end.
 Staff are also required to carry out online learning through our e-learning platform 'Bridge'. All new staff have to complete this prior to starting employment. Staff are then required to complete the Bridge Safeguarding course annually. This then documented on the service training matrix. Staff are also required to familiarise themselves with company's Safeguarding policy and procedure for reporting (Regulation 12, 26 and 27).
 As much as possible, people will receive support from staff they know and that staff remain consistent. Where a change of staff is required due to e.g. sickness, people will be informed of the change as soon as possible.
 Quarterly reviews and spot checks are conducted and also quality monitoring calls are made by the company's compliance team to ensure that people feel safe with the support they are receiving.
 As yet, our Western Bay service has not been inspected under the RISCAs regulations.
 Service users stated they felt safe and supported and if they had any issues they knew who to contact and that all numbers they might need were in their service user guide. They felt they had a good relationship with staff and the manager and could talk to them if needed.

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) 15

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	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2

Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	2
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)	2
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	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?	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?	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	15
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	15
Health & Safety	15
Equality, Diversity & Human Rights	15

Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	15
Contractual Arrangements	
No. of permanent staff	0
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	15
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	15
No. of staff working towards the required/recommended qualification	0
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No