

# 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:	Green Valley Care Limited	
The provider was registered on:	21/12/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Green Valley Care	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	21/12/2018
	Responsible Individual(s)	Peter Miln
	Manager(s)	Marie Read
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Training needs for employed staff were identified through an analysis of the needs of the clients to ascertain any specialist training needed in teams. Mandatory training was identified through analysis of previous years training completion and mapping out how many staff require refresher training. Staff turnover was also a factor in . Training was predominantly provided in house as an accredited training provider. Training also sourced using local authority.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Retention of staff has included regular supervisions, team meetings and supporting staff with having a good work life balance, where possible including preferred shift patterns. There is an employee reward scheme in place and staff are entitled to not work on their birthday. Recruitment via word of mouth and jobs fairs. We have a recruitment bonus for staff who recommend a new recruit.

## Service Profile

### Service Details

Name of Service	Green Valley Care
Telephone Number	01495791308
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?	16
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	19.91

Complaints

What was the total number of formal complaints made during the last financial year?	7
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	1
Number of complaints not upheld	4
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	1:1 meetings with service users and/or their families House Meetings for those able to contribute and requesting this service MDT meetings with parents: regular meetings for serial complaint regarding non contractual expectations Ad hoc professional meetings with service user or their relative for issues regarding current or future service delivery. Survey questionnaire forms ceased 2020 due to covid 19 and on line survey responses ceased 2021 due to access issues for most participants.

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)	Yes
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Gestures, humming, singing, music, appropriate touch, objects of reference

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>Service users' voices are heard through formal and informal contact with support workers, managers, relatives and health or social care professionals.</p> <p>Choices about care and support is evident daily from what service users choose to wear, to eat, what to do in their own home and community. This includes guidance from relatives of non verbal service users with specific preferences, likes or dislikes for cultural and individual needs.</p> <p>In supported living settings this includes choosing which staff member on shift is preferred for a particular task or activity. In all settings it includes choosing key workers who they prefer.</p> <p>Opportunities for a range of activities have been successfully accessed by all service users.</p> <p>Service users and/or relatives expressed their preferences during support planning and reviewing what mattered and what was important to them as community activities re-opened after covid restrictions eased.</p> <p>All service users have accessed activities and engaged in hobbies of their choosing.</p> <p>This has included planned therapeutic activities, sensory play, swimming, arts and crafts, voluntary work with local charities, baking, day trips to the seaside, visiting castles and museums, meet with friends at the café or pub, cycling on adapted bicycles, trampolining, music sessions, gardening, train spotting, running an allotment, social clubs, zumba classes, simple home tasks and lots of walking.</p> <p>Service users with sufficient financial resources have accessed supported holidays away from home for music concerts, exhibitions, to visit relatives, attend important family events and for general wellbeing.</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>Changes to activities because of the covid pandemic and community restrictions helped service users evaluate what was important to them. Developing or revisiting hobbies and interests at times of day that suited service users was beneficial by reducing stress and anxiety, described by one service user as "just peachy".</p> <p>Health appointments have been routinely attended with GP's, dentists, chiropodist and specialists such as dieticians and diabetes management. Occupational therapy and physiotherapy support has been provided as required for those that required it. Health screening has successfully been attended by women for the first time and with additional support from staff. One service user has successfully completed a minor surgical procedure and supported in hospital during their stay.</p> <p>All service users have accessed covid vaccinations and boosters successfully. Most service users have chosen to have 'flu vaccinations.</p> <p>Developmental goals have included increased public transport use for all service users able to do so, improved domestic skills, improved communication skills and comprehensive engagement in what matters to service users from service users. This has helped service users find a stronger voice and exercise more choice and control in their lives. House meetings and 1:1 meetings have provided awareness for those service users who are able to express an interest in the range of support available within and outside contractual expectations.</p> <p>Overall wellbeing support has included beauty treatments in professional salons such as nail painting, choosing hair colour, hairstyles and specialist grooming. Trying out new foods at home, engaging with new social clubs, music sessions with a professional musician, meeting friends for a meal or a drink at the pub, seeing relatives, karaoke nights, quizzes, bingo and other social activities have contributed to overall wellbeing.</p>

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

There have been no allegations against any GVC staff and no incidents of suspected abuse of any kind within company settings.

One safeguarding referral was made for a service user receiving a service from another setting following disclosure to staff about another professional.

There have been ongoing concerns in relation to a service user whose primary carer is in poor health, so the placing authority is kept fully informed because the threshold for safeguarding referrals has not been met. Health professionals are also in regular contact.

One professional concern has been raised and the appropriate authorities contacted regarding issues with a new employee. Through the vigilance of staff, who immediately reported concerns with the new employee's change in presentation, service users were kept safe and appropriate action was taken.

Staff receive safeguarding of vulnerable adults training when they join the company and at regular intervals throughout their employment.

Safeguarding is discussed in every meeting with staff and also service users.

Spot checks or unannounced visits take place during the day and night to ensure services are delivered in a safe and professional manner.

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)	53
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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	0
	Health & Safety	0

Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<b>Contractual Arrangements</b>	
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
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
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
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	3
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	0
No. of posts vacant	1
<b>Training undertaken during the last financial year for this role type.</b>  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	1
Manual Handling	0
Safeguarding	2
Dementia	0
Positive Behaviour Management	0

Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fire Safety Marshall training x1, Supervision & Annual Appraisal x1, Diabetes Training x1, Buccal Medazolam
<b>Contractual Arrangements</b>	
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	0
<b>Staff Qualifications</b>	
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
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	No
<b>Senior social care workers providing direct care</b>	
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.	
<b>Filled and vacant posts</b>	
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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	0
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Managing from a Distance Supervision and Appraisal Fire Marshal training
<b>Contractual Arrangements</b>	

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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	0
<p>Other social care workers providing direct care</p>	
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	53
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	25
Health & Safety	41
Equality, Diversity & Human Rights	28
Manual Handling	48
Safeguarding	48
Dementia	0
Positive Behaviour Management	0
Food Hygiene	27
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Additional Training provided includes: Epilepsy training and Buccal (service specific) - 21, First Aid Training - 29, Medication Awareness - 51, Fire Safety - 36
<p>Contractual Arrangements</p>	
No. of permanent staff	41
No. of Fixed term contracted staff	0
No. of volunteers	0

No. of Agency/Bank staff	9
No. of Non-guaranteed hours contract (zero hours) staff	3
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)	20
No. of part-time staff (17-34 hours per week)	20
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	25
No. of staff working towards the required/recommended qualification	22
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.	Training Manager: To manage and source all relevant training for Support Staff, deliver Staff Induction training, rota responsibilities, involved with recruitment.
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	1
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.	Disciplinary & Investigation Training (ACAS) Professional Boundaries Training
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	1
No. of staff working toward required/recommended qualification	0