

# 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:	Michael Phillips Care Agency Ltd	
The provider was registered on:	06/09/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Mchael Phillips Care Agency Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/09/2018
	Responsible Individual(s)	Lydia Hughes
	Manager(s)	Karen Hughes, Jayne Haines
	Partnership Area	North Wales
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	Our care software enables us to record and input all training sessions completed. We have three AET qualified in-house trainers and carry out our own bespoke training courses ensuring they are relevant and up-to-date for the role. All mandatory training is refreshed every 12-18 months and supervisions/appraisals identify any other training needs with staff. We currently provide 13 in-house training courses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a yearly marketing budget of which 85% is spent on recruitment. We use various channels to target a wide range of prospective employees. We carry out supervisions every other month and annual appraisals to ensure employees are supported, motivated and performing to the best of their ability. We welcome employees to contact/visit us for any discussions as often as they wish. If employees have any problems relating to work we assist in providing solutions wherever possible.

## Service Profile

### Service Details

Name of Service	Michael Phillips Care Agency Ltd
Telephone Number	01745350923
What is/are the main language(s) through which your service is provided?	English Medium with some bilingual elements
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	197
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Fees Charged

The minimum hourly rate payable during the last financial year?	23.00
The maximum hourly rate payable during the last financial year?	23.42

Complaints

What was the total number of formal complaints made during the last financial year?	3
Number of active complaints outstanding	0
Number of complaints upheld	3
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?	Letters, phonecalls, visits and social media

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	Yes
List 'Other' forms of non-verbal communication used	Writing in large font on whiteboard, using speech to large font text on phone app

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published <a href="#">guidance</a> 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>All our clients receive complete re-assessments every six months or sooner if they have a change in their needs. Clients understand that we tailor their care plan to their own personal choice and how they would like to receive their care. In the last six months we have received praise for our assessor with the client thanking us for our help. We allow clients to choose who deliver their care e.g. if they have a favoured carer we will allocate them wherever possible, and we also remove carers who they choose not to have. Clients take the opportunity regularly to contact us if they have any requirements, and they are aware that we have a 24/7 phone available for them.</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.

Clients have positive feedback for our care staff and feel supported to maintain their independence during calls and do as much as they can for themselves. This has enabled a number of clients to decrease their care packages as their needs have decreased. As well as carrying out care calls for our clients, we also assist where required with arranging GP/DN/chiroprapist visits, prescription ordering/collection and ensure any follow-ups are made. We regularly receive positive feedback from clients and relevant professionals on the level of additional support we provide.

A number of quotes from feedback within the last year are:  
 "the service from Michael Phillips is incredible"  
 "he is being spoilt rotten by the carers"  
 "she is very happy with her times, the care that is provided and all her carers"  
 "your male carers are absolutely amazing with my dad. I don't know what I'd do without them. They are so kind but also great sense of humour which my dad enjoys... I can work full time but can relax knowing my dad is in good hands with your carers"

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

All our care staff receive Safeguarding training during induction and are made aware of how to spot and report any signs of abuse or neglect. Any cases of suspected abuse or neglect which have been reported by carers or otherwise are forwarded to the safeguarding team at our local authority the same day to be dealt with. During the last six months we have referred two cases to the safeguarding department. In both instances we have kept the clients/family up to date with any progress/otherwise that we receive, and they were aware that we were available to support them whenever they required.

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) 31

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 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	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Mental health & suicide awareness Drug development process combating pain Mental capacity act Continence awareness End of life care with alzheimers society Medication Awareness Fire safety & referral training Pressure Ulcer Prevention Be A Manager course Infection Control

#### 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	2
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
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#### Other supervisory staff

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	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	0
Health & Safety	0
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Continence 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 to be registered with Social Care Wales as a social care worker	1
No. of staff working towards the required/recommended qualification	0
Senior social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0

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	2
Equality, Diversity & Human Rights	0
Manual Handling	3
Safeguarding	2
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Single handed Moving & Handling Infection Control Medication Awareness First Aid

#### Contractual Arrangements

No. of permanent staff	6
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

#### Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	1

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	38
No. of posts vacant	5

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	13
Health & Safety	17
Equality, Diversity & Human Rights	0
Manual Handling	19
Safeguarding	19
Dementia	16
Positive Behaviour Management	0
Food Hygiene	14
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Induction includes mandatory training. Dementia Friends Pressure Ulcer Prevention Cross Infection Dignity in Care Medication Awareness First Aid Dying, Death & Bereavement Awareness Single Handed Moving & Handling

#### Contractual Arrangements

No. of permanent staff	38
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)	14
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	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	5

Other types of staff

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