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:	MiHomecare Limited
The provider was registered on:	15/04/2019
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:

MiHomecare Western Bay

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/09/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Helen Newcombe
Partnership Area	West Glamorgan
Service Conditions	There are no conditions associated to this service

MiHomecare Cwm Taf

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/10/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Thomas Addey
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

MiHomecare Carmarthen

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/04/2019
Responsible Individual(s)	Leigh Brown
Manager(s)	Simone Blair
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	Social Care Induction Framework, induction training, competency assessment, on boarding, paid annual update training, specialist skill training, Training in partnership (NHS and Local authority partners), Single-handed support, E-learning, ESOL, Operational staff training, guidance documents, quality credit framework, 2 formal competency checks and 4 office based themed supervisions yearly, regular team meetings, annual appraisals, E-learning, Personal development plans and SCW registration.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Resource Partner provides networking/recruiting - local job groups/events, recruitment providers & analysing previous plans/data. Central-team:- advertisements on job-boards, initial screening, application vetting/telephone interviews/ branch interviews, track applicant pipeline & ensure success Advertising Campaigns focus on benefits & values Investments: Google searches/career website/ Facebook/localised recruitment Retention: career pathways /Permanent jobs/T&C's/benefits/cycle-2-work

Service Profile

Service Details

Name of Service	MiHomecare Carmarthen

Telephone Number	03331215601
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	531

Fees Charged

The minimum hourly rate payable during the last financial year?	10.70
The maximum hourly rate payable during the last financial year?	12.00

Complaints

What was the total number of formal complaints made during the last financial year?	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	2
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Voice of the Customer Quality assurance checks Social media , Letters forums

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that service users felt that they were supported in maintaining their personal appearance, supported well to eat and drink what they choose at mealtimes, staff treat them will dignity and respect and are willing to listen and encourage them in expressing their choices. In regards to medication management, 97% of service users who received support with medication administration feel that staff support them to help and maintain their health and wellbeing. 97% of service users felt safe using our service.96% of service users felt that we supported them and that they felt in control of their care and wellbeing.

The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
	Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
	Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
	Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
	Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
	Business Continuity: prioritises individuals according to their level of vulnerability
	On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
	Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
	Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police.

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

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.	Corporate courses. Event management Care plan and risk assessment Health & Safety, data protection, equalities

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	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.	enrolled on level 5 QCF Corporate courses Event management

> 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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

Other supervisory staff	
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	5
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	5
Health & Safety	5
Equality, Diversity & Human Rights	5
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	5
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	corporate courses Health & Safety, data protection, equalities event management Care plan and risk assessment

Contractual Arrangements

No. of permanent staff	5
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)	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	4
No. of staff working towards the required/recommended qualification	1

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	93
No. of posts vacant	3

> 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	93
Health & Safety	93
Equality, Diversity & Human Rights	93
Manual Handling	93
Safeguarding	93
Dementia	93
Positive Behaviour Management	93
Food Hygiene	93
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication management training with local authority

Contractual Arrangements

No. of permanent staff	10
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	80

> 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)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	78
No. of staff working towards the required/recommended qualification	15

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.	Administration

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.	Corporate courses. systems 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	0
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	MiHomecare Cwm Taf

Telephone Number	03331216901
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	39

Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	10.00

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?	Social media Voice of the customer Quality Assurance Questionaire. letters

Communicating with people who use the service

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

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that our service users felt that they were supported in maintaining their personal appearance, supported well to eat and drink what they choose at mealtimes, staff treat them will dignity and respect and are will to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and wellbeing

The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and protected from abuse and neglect, We promote Safeguarding in everyday practice through:
	Relationship-based support and partnership working- building trust/enabling individuals to talk about concerns, we participate in investigations/strategy meetings/share best practices and concerns/work with statutory services
	Person-Centred Care plans risk assessments are created to reflect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likelihood of abuse/harm/self-neglect, Individual Medication risk assessments.
	Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be discussed during themed office-based supervisions or impact and consequence training.
	Continuity of carers: wherever possible we use small teams to an area, this is to build relationships and trust Training - we ensure all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
	Business Continuity: prioritises individuals according to their level of vulnerability
	On-call: is operated outside office hours, Carers and Service users have access to the out-of-hours line to notify us of any problems or concerns that may arise.
	Quality Board: the quality board undertake periodic reviews of safeguarding, setting priorities for improvement in practice. Where we have learnt from serious incidents and built a best practice learning from them for all staff to access and learn.
	Capturing safeguarding- the policies in place support us to identify and capture possible safeguarding quickly so they can be dealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Safeguarding is given a high profile internally through training/newsletters/supervision/staff handbooks/group meetings and safeguarding leads. Recording and reporting suspicions/allegations/observations/disclosures of abuse to the local safeguarding team and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been reported and is under investigation. Escalating any possible safeguarding by Taking immediate action to protect/support the individual. Co-operate with the ongoing processes, taking our lead from the LA/Police.

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)	4

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.	Corporate Training LA Medication management Training Event management Care plan and risk assessment 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 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

> 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	9
No. of posts vacant	3

> 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	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication trainng

> 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	7

> 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)	1

> Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2

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	MiHomecare Western Bay

Telephone Number	03331216901
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	67

Fees Charged

The minimum hourly rate payable during the last financial year?	10.00
The maximum hourly rate payable during the last financial year?	10.00

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?	voice of the customer quality checks Social Medial

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 extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	During the care planning process, we pride ourselves on ensuring that all our service users are at the centre of their care package. We ensure that we gain and record a full live capture of each individual's needs, wishes along with a detailed support plan. Once the care plan is devised, we ensure that the service users are made aware that any details or wishes that have changed can be amended as and when required. Care packages and support plans undergo a review every 3 months. We complete our Voice Of the Customer Quality feedback calls/ visits quarterly, The Voice of the Customer is a process to receive feedback from the service user about their experience of the service they receive and the extent to which their desired outcomes are met. Service users are asked their thoughts and feelings around Feeling safe, supported, connected and feeling in control of their care. Service users are also aware that we have an open door policy and are always on the end of the phone should they wish to make any adaptations to their personal support plan. Field Care Supervisor's work very closely with all our service users and families, to ensure that the care that is being received is of a high standard and that all requirements are being met. Although we aim to keep complaints to a bare minimum we understand that at times they may occur. We take every complaint seriously and aim to act on and resolve any complaints in a timely manner. All service users are made aware of the complaints policy and how to make a complaint. Service users may mention their complaint to a care worker who is able to then feedback relevant information to their line manager. It is just as important to us as it is service users families that they have an active input into their loved ones care and support plans and be able to have peace of mind and an insight into what tasks are being supported within service users visits. With service users permission families are able to access an online portal where they can witness a live snap shot of individual visits. The option to gain such fantastic technology is offered at the point of completing the care and support plan and again at the service users 7 day review.
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.	We understand the importance of maintaining positive professional relationships with service users and monitoring their ongoing care needs and overall well being.to do this we use our feedback from the Annual Quality Audits, Voice of the Customer (QA) RI Regulation 73 visits and our daily communications with our Field Care Supervisors, carers and service users. Feedback from carers via supervision, team meetings, field observations and appraisals has allowed us to maintain continued support with our service user and better understand their ongoing health and wellbeing needs. We communicate well will the local authority and other health professionals via email and telephone. These are usually re-active conversations where action is going to be taken, this is fed back to the service user so they are always aware of the help they are going to be receiving. From our last Quarter of Voice of the Customer Feedback, we can see that our service users felt that they were supported in maintaining their personal appearance, supported well to eat and drink what they choose at mealtimes, staff treat them will dignity and respect and are will to listen and encourage them in expressing their choices. In regards to medication management, service users who received support with medication administration feel that staff support them to help and maintain their health and wellbeing.

The extent to which people feel safe and protected from abuse and neglect.	We understand the importance of people feeling safe and prote cted from abuse and neglect, We promote Safeguarding in eve ryday practice through:
	Relationship-based support and partnership working- building t rust/enabling individuals to talk about concerns, we participate i n investigations/strategy meetings/share best practices and co ncerns/work with statutory services
	Person-Centred Care plans risk assessments are created to ref lect individual outcomes, indicate vulnerabilities/risks specific to individuals, ensuring steps are taken to prevent/reduce the likel ihood of abuse/harm/self-neglect, Individual Medication risk ass essments.
	Training: Safeguarding training is provided for all operation and care workers yearly; the topic of safeguarding may also be disc ussed during themed office-based supervisions or impact and c onsequence training.
	Continuity of carers: wherever possible we use small teams to a n area, this is to build relationships and trust Training - we ensu re all carers are fully trained and know the signs to look out for and procedures to follow to not influence clients
	Business Continuity: prioritises individuals according to their lev el of vulnerability
	On-call: is operated outside office hours, Carers and Service u sers have access to the out-of-hours line to notify us of any pro blems or concerns that may arise.
	Quality Board: the quality board undertake periodic reviews of s afeguarding, setting priorities for improvement in practice. Whe re we have learnt from serious incidents and built a best practic e learning from them for all staff to access and learn.
	Capturing safeguarding- the policies in place support us to iden tify and capture possible safeguarding quickly so they can be d ealt with in a timely manner. Our Policies support safe practice, including whistleblowing/disciplinary/safer recruitment/H&S. Saf eguarding is given a high profile internally through training/new sletters/supervision/staff handbooks/group meetings and safeg uarding leads. Recording and reporting suspicions/allegations/ observations/disclosures of abuse to the local safeguarding tea m and CIW in a timely manner, We Appoint designated officers to oversee the investigation. Add the incident onto ACP, which alerts senior management that a protection incident has been r eported and is under investigation. Escalating any possible saf eguarding by Taking immediate action to protect/support the in dividual. Co-operate with the ongoing processes, taking our lea d from the LA/Police.

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)	8

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.	Local authority Medication management 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 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?	Yes

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.	LA medication training corporate systems Training

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)	0
No. of part-time staff (17-34 hours per week)	2
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	2
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes

Filled and vacant posts

No. of staff in post	10
No. of posts vacant	3

> 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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
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	9

> 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)	0
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	7
No. of staff working towards the required/recommended qualification	3

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