

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:	Primecare (North Wales) Ltd	
The provider was registered on:	17/05/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Primecare (North Wales) Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/05/2018
	Responsible Individual(s)	Susan Mortimer
	Manager(s)	Susan Mortimer
	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	All training is documented on the Training Matrix and supervision assessment Matrix The Induction Framework evidences that new staff members are receiving the correct training and supervision required. It has been extremely difficult to manage updating training over the last financial year given the Pandemic and Staff Crisis. It has been nearly impossible to release staff to update their training and this is something I will be looking at over the next few weeks.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Primecare has a low turnover of staff. We have had the same team for between 5 and 13 years. One member of staff has left in the last year, last month. We are finding it incredibly difficult to recruit new staff at this time and this is something I would like to discuss with CIW as I am very concerned with the future of the Care Industry.

Service Profile

Service Details

Name of Service	Primecare (North Wales) Ltd
Telephone Number	01492871635
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	Four members of staff are bi-lingual to some degree One member of staff speaks Welsh, Spanish and French

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	49
--	----

Fees Charged

The minimum hourly rate payable during the last financial year?	20.60
The maximum hourly rate payable during the last financial year?	21.60

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?	<p>RI/Care Manager contacts all individuals regularly via phone, email and 1:1.</p> <p>RI/CM speaks to all individuals to ensure they are happy with the service provision and have any needs regarding medication, manual handling, attending appointments and social interactions in their community. Ensuring medication is up to date and talking to the GP and District nurses accordingly. Working with all teams in a multi-disciplinary way to ensure individuals needs are met appropriately and collectively in person centred ways.</p> <p>Primecare RI/Care Manager - acts as an information hub to all other parties so that person centred care is delivered properly and efficiently. Complaints Procedure is in the Client File and available for individuals to use/contact details to directly contact RI.</p> <p>Quality Care Re 2022.</p> <p>Zero complaints made and recorded during the March 22 to April 23.</p> <p>Q&A Dec 21 - 22</p> <p>LA Monitoring Visit 2019 followed up with phone calls throughout the pandemic</p>

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	Yes
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>We have just completed our Annual Quality Assurance Report for 2023. This report tells us that our service users are happy with the care provided and do not require anything else in respect of their care plans or care provision. We know this because we ask them in the questionnaires we send out. The care manager visits, telephones and asks individuals how they are and if they need anything. Care plans are reviewed at least every 2 months. Telephone logs demonstrate positive outcomes and all contact made with the service users and families in our care. Care plans are written with the Individual during the first week of the care plan being operated. Their views are sought and applied to their packages of care.</p> <p>The care planning monitor demonstrates reviewed care plans Communication Sheets state that care plans are being met by care staff and in all cases exceeded.</p> <p>Sign in sheets demonstrate attendance and that care is delivered in the manner in which individuals expect. Positive outcomes are recorded. All feedback from individuals is recorded in the SAMM and telephone logs.</p> <p>Sign in Sheets, communication sheets, mar charts are all audited by the RI/Care Manager. This is documented in the Three Monthly Report to CIW.</p> <p>Manual Handling Assessments are reviewed and adjusted on a case by case basis. Care staff feedback any potential need immediately to the care manager who will re-assess the individual immediately. Should an OT review be needed then this is completed quickly so that the well-being, safety and changing needs of the individual are kept in the centre of the care we provide.</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>We have not received any complaints regarding any aspect of care provision to the service users in our care. Please see the Q&A report emailed to your office 01.02.22 and 11.05.23</p>

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

Evidence:
 All Wales Safeguarding Training
 Statement of Purpose
 Statement of Employment
 Training Matrix
 Induction Framework Assessment Mandatory Training
 Medication Competency Assessment
 Equality and Inclusion Framework
 Food Safety
 Medication Policy
 Supervision- staff files
 Code of Practice- Care Council for Wales
 Interview documents
 Care Manual
 Job Descriptions
 PCNW Code of Conduct
 Staff Protocol- Supervision and Appraisal
 Disciplinary Procedures
 Equality, Diversity and Inclusion Policy
 Individual Staff files
 Q&A- evidences service user input
 Robust risk assessment procedures that are current and used by staff, professionals and individuals
 All care workers hold current certification and have the following training:
 • NVQ/QCF levels 2 and 3 accredited or working towards accreditation
 • NVQ 5 Diploma in Health and Social Care New Candidates:
 • New candidates are properly supervised and DBS checks/ references prior to working with service users
 Medication
 PCNW believes that every service user has the right to keep and administer their own medicines whenever they are able to do so.
 When the service user is not able to manage their medication, and PCNW acknowledges responsibility to take on this role; all staff, care workers, the supervisor and the care manager are trained and fully competent to aid administration of such medication as needed. All care staff will fulfil their duties competently and effectively.
 Primecare North Wales fully complies with Medication of the National Minimum Standards for Domiciliary Care Guidelines Standard 10, which relates to policy and procedures to be adhered to by staff and service users. The Medication Policy identifies outlines the parameters and the reasoning behind restrictions and boundaries of PCNW's responsibilities.
 If possible, we will meet with the service user, partnership agency, social services and assess the service user together and agree:
 • Tasks and services required by the service user
 • Safe handling plans
 • Health and safety
 • Social Services documents in respect of new packages of care
 • Medication Assessment
 • Circles of Support
 • Service Delivery
 • Needs assessment
 • OT/Physiotherapy/DN/CPN/support worker
 • Other healthcare professional input

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)

5

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	0
	Health & Safety	0
	Equality, Diversity & Human Rights	0
	Manual Handling	1
	Safeguarding	1
	Dementia	0
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication for Managers
	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
	<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)	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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Care Workers - a care worker supports vulnerable people to manage their daily activities and to achieve positive outcomes.
Filled and vacant posts	
No. of staff in post	9
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	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Updated training where ever possible to current staff. This has proved very difficult due to Pandemic and Staffing crisis.
Contractual Arrangements	
No. of permanent staff	9
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)	3
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	2
<div style="border: 1px solid green; padding: 5px;"> <p>Staff Qualifications</p> </div>	
No. of staff who have the required qualification	7
No. of staff working toward required/recommended qualification	2