

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:	Wepre Villa Homecare Ltd	
The provider was registered on:	11/06/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Wepre Villa Homecare Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	11/06/2018
	Responsible Individual(s)	
	Manager(s)	Jayne Salisbury, Katharine Williams
	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	An audit was conducted by the new directors to assess the training needs of the existing staff at the branch. This audit has led to a training needs analysis and gap analysis being completed and all staff having attributed to their name a list of core, mandatory training as well as ancillary training to meet the care and support needs of clients with specific health conditions such as diabetes, stroke, learning disabilities, etc. This is updated by the registered manager as staff complete.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	The team has been actively recruiting via social media with a degree of success. We have also utilised online jobs boards which have not been as successful. We have begun our recruitment from overseas process which should be authorised from the Home Office in 2023/24 period.

Service Profile

Service Details

Name of Service	Wepre Villa Homecare Ltd
Telephone Number	01244537733
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?	22
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Fees Charged

The minimum hourly rate payable during the last financial year?	20.13
The maximum hourly rate payable during the last financial year?	35

Complaints

What was the total number of formal complaints made during the last financial year?	2
Number of active complaints outstanding	0
Number of complaints upheld	2
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?	Responsible Individual visited clients in their homes. Manager visited clients in their homes. Formal feedback from customer survey was completed and data analysed to find patterns and themes. Director met with staff, management and clients to discuss the service and also completed observations of practices with several staff.

Communicating with people who use the service

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

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>	
<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Statement of Compliance was completed in April 2023 from newly appointed RI. People do feel their voices are heard and this is demonstrated by care and support plan reviews, regular weekly telephone calls from managers, management visits and observations of care calls, written feedback from clients, director observations and changes to care from staff when required to do so.</p> <p>Care and support plans provide opportunity for clients to express their wishes and feelings about how they receive care and what goals they would like to achieve for their own care.</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>Overall findings from RI discussions and Registered Manager feedback from clients, families and stakeholders such as local authority is that clients are very happy with the service provided. Paper based feedback forms, weekly telephone checks from leadership, electronic notes recorded from care staff, updated care and support plans as well as updated risk assessments, reflect a service that is continually monitoring the offering to clients and supporting them to achieve their health and wellbeing outcomes as identified by themselves and those who also care for them.</p> <p>Clients told us that they receive care and support calls as expected and that there are only a few carers who attend their calls each week, demonstrating continuity. This allows the client to paint their own story for their health outcomes with the support of care teams they know and trust after building a positive relationship over time.</p> <p>From a leadership perspective there are frequent meetings to discuss each client and their needs today as well as anticipated needs in the future, based on the information provided to us from not only the client, but family and other stakeholders such as health professionals, social care and other people the client feels should have a say in their plan for care and support.</p> <p>Internal audits carried out by the company directors, responsible individual and registered manager reflects a culture of continual improvement, candid observations of practice and ways to place the client in the centre of how care and support is delivered. This includes introduction of a new care and support plan template that actively promotes choice, control and outcome focused care for the client. First person questions provide opportunity for the client to have a voice in the care planning with our trained and experienced team guiding the contents of the care and support plan, which is updated at least 6 monthly, but sooner if required due to changes in circumstances.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>When asked via care surveys, clients have told us they feel safe when being cared for and that they are very pleased with the new management approach of regular contact calls from the management team, as well as managers delivering care calls and taking time to listen to any concerns, taking action where required.</p> <p>Staff are trained in the identification and reporting of safeguarding concerns.</p> <p>Regular 1:1 meetings between managers and staff takes place which include asking scenario based questions concerning how safeguarding concerns should be reported and to whom.</p> <p>The service has a policy and procedure for how to report safeguarding concerns to management as well as a procedure for referring safeguarding concerns to the local authority safeguarding team.</p> <p>There is a positive working relationship between the service and the local authority which includes regular informal visits to the service and feedback is often shared between the two.</p> <p>Where safeguarding concerns have been raised by care staff this has been discussed by management and referrals made where appropriate to do so.</p> <p>Daily recorded notes from care staff are audited by management and concerns raised are flagged early.</p> <p>Family members have told us they are confident in raising concerns with the office and they have a positive relationship with management now that they see them attending care calls.</p>

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

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 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
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Training on the new electronic recording and reporting system;</p> <p>Medication management training</p> <p>Leading team meetings</p> <p>Providing SMART objectives and outcomes focused plans</p> <p>Use of MS Teams</p>
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?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Using new electronic management system Basic life support Diploma in adult social care Level 3
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?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	5
<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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Using the Electronic reporting and monitoring system Safe administration of medication Basic first aid Note taking in care GDPR
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
<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)	4
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Director (including Responsible individual)
Filled and vacant posts	
No. of staff in post	2
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	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.	Application of regulations to the service
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	2
No. of staff working toward required/recommended qualification	0