

# 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:	Age Cymru Gwent	
The provider was registered on:	23/08/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Respite Care Service	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	23/08/2019
	Responsible Individual(s)	Gail Gordon
	Manager(s)	Clare Johnson
	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	All care workers receive 1:1 supervision where training needs and personal development is discussed. A training Matrix is regularly updated and details of any courses undertaken are recorded. Staff are required to complete all mandatory training in a timely manner including any refresher training. As part of the Quality of Care review additional training is identified and planned to meet the requirements of the service and the diversity of care required by service users.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Ongoing recruitment is required throughout the year to ensure flexibility of service delivery and to ensure that we are able to meet any contractual obligations of our funders. The wellbeing and personal development of staff is fully supported. The Organisation ensures that additional benefits are available to staff such as staff discounts, access to health cover, enhanced pension, travel expenses, cycle to work scheme. Completion of QCF Qualifications is actively encouraged.

## Service Profile

### Service Details

Name of Service	Respite Care Service
Telephone Number	01633740013
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?	26
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### Fees Charged

The minimum hourly rate payable during the last financial year?	18.00
The maximum hourly rate payable during the last financial year?	18.00

### 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?	<p>Regular feedback is obtained from Carer's and Cared for regarding the service provided by Age Cymru Gwent. This is completed as part of the Quality of Care Reviews conducted by the Responsible Individual and evaluation forms are completed regularly by service users and their Carer's.</p> <p>One Carer advised that she always completes the evaluation forms that are issued to her and feels that the service provided by our staff is very good. She feels confident to raise any issues that she has and that they will be dealt with.</p> <p>Suggestions for service improvement are sought from Service Users in order to ensure that delivery remains person centred and meets Service User needs.</p> <p>Evaluation sought covers relationships with the Age Cymru Gwent care workers, the length and timing of visits, the benefits derived and the potential impact of any reduction/loss of service. Issues arising from the evaluations are, as far as possible, taken into account in visit planning and service management.</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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Communication with clients can sometimes be made in a written format.

### 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>Interviews are undertaken with unpaid carers currently being supported by Respite to obtain feedback on the service being provided. All those interviewed confirmed that they feel able to discuss their needs and the needs of those they care for.</p> <p>Examples of comments made:</p> <p>Carer 1 Receives Respite three times a week and explained that her mother loves the visits made by our carer and finds the time spent with them stimulating. Her mother is able to make known her wishes even though she reverts often to her native tongue, but our carer still manages to determine what she wants and needs. The Carer normally sits and watches television with her mother but they also chat.</p> <p>Carer 2 Receives support three times a week as herself and her sister provide 24/7 care for their Father. He very much enjoys the time that our carer's spend with him and it does him good to see different faces. He is able to carry out different activities with the carer's and he is given a choice in what he does. Sometimes they do colouring and our Carer's are happy to sing with him which he enjoys. The Respite support provides both Carer's with the opportunity to spend some time of their own socialising or just taking a break from the intensive role.</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>The Respite support being received by the unpaid carer's interviewed as part of the Quality &amp; Compliance reviews (QCR) demonstrated that ongoing health, and overall wellbeing is maintained through the service.</p> <p>Carer 1 explained that due to the Respite support they were able to attend their local GP clinic to obtain their Covid-19 booster, Without support this would have proved difficult. All those interviewed explained that the service enabled them to not only take time for themselves but also improved the wellbeing of those they cared for as it enabled interaction and stimulation from someone different.</p> <p>As part of the QCR an inspection of the Daily Diary sheets was undertaken of all service users where the unpaid Carer was interviewed. Findings from the daily diary sheets completed by staff show that ACG Carer's ensure that actions undertaken with service users within the visits are recorded and up to date. Observations were recorded, and following updated training a greater emphasis was made regarding the wellbeing of service users, choices offered and evidence that different activities are regularly offered dependent on their interests throughout the visit.</p> <p>Carer's and cared for are satisfied with the support provided by care staff and feel that all areas of care are maintained to a high standard. Those being cared for greatly benefit from the interaction with staff and it enables them quality time to pursue activities that improve their day to day wellbeing.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Age Cymru Gwent has a duty to ensure that service users, families and our staff always remain safe. All ACG care workers subscribe to the DBS update service which enables our HR department to obtain up to date details recorded for our staff. All staff have received updated safeguarding training and are well versed in organisational policies and procedures.</p> <p>Risk assessments are revised on a regular basis to ensure all staff are working in a safe environment, and they are vigilant in ensuring that the wellbeing and safety of the cared for and carer are maintained. Any concerns are discussed with the Registered Manager.</p> <p>Clients are aware that they can raise any concerns that they have with care staff or a member of the management team.</p>

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

<p>Number of posts and staff turnover</p>	
<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>4.94</p>

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	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.	Fluids & Nutrition in Care Emotional Intelligence Conflict Resolution First Aid
	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?	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	0
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.	
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	0
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
<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	5
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	5
Health & Safety	1
Equality, Diversity & Human Rights	6
Manual Handling	3
Safeguarding	7
Dementia	1
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Assessing Mental Capacity X 6 Staff Basic Life Support in Care X 4 Staff Communication in Care X 2 Staff Conflict Resolution X 7 Staff COSSH X 5 Staff Drug & Alcohol Awareness X 4 Staff Duty of Care X 7 Staff Emotional Intelligence X 6 Staff First Aid x 7 Staff Accident Reporting X 6 Staff Slips Trips & Falls X 6 Staff Unconscious Bias X 6 Staff Personal Development in Care X 7 Staff Infection Control X 1 Staff
<p>Contractual Arrangements</p>	
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
<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)	0
No. of part-time staff (17-34 hours per week)	3
No. of part-time staff (16 hours or under per week)	2
<p>Staff Qualifications</p>	

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	3
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	Assessment Officer Carries out assessment of care needs and completes client care support plans. Assists with staff rota's , general administration duties as required within the service.
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	0
Manual Handling	0
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.	
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)	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	1
No. of staff working toward required/recommended qualification	0

