

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 Gwynedd a Mon	
The provider was registered on:	06/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Age Cymru Gwynedd a Mon	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	06/02/2019
	Responsible Individual(s)	Mair Jones
	Manager(s)	Beverley Rowlands, Melissa Ashmore
	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	We keep an accurate record of staff matrix and training requirements in accordance with requirements to conform with Social Care Wales. We regularly review the matrix so that care staff receive the training required to perform their daily tasks.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We advertise all care posts through various communications e.g local community magazines and we use social media; most recruitment come through recommendations from existing staff. We pay above the national Minimum Wage and also pay enhancements such as sickness, training and travelling time.

Service Profile

Service Details

Name of Service	Age Cymru Gwynedd a Mon
Telephone Number	01286677711
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium
Other languages used in the provision of the service	None at the present time. We will respond when there is an identified need.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	61
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Fees Charged

The minimum hourly rate payable during the last financial year?	19
The maximum hourly rate payable during the last financial year?	21

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?	A questionnaire was distributed to all clients receiving care in the community A personal letter was sent out to service users asking if the care they were receiving was person centred and achieved their expectation. Quarterly reviews were carried out in clients homes Staff meetings were held every two months to discuss clients, and to discuss any day to day matters that arose

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>Age Cymru Gwynedd and Môn uses care methods that focus on the individual. As a Charity representing older people we provide a range of services, many of which are preventative as well as providing personal care to vulnerable people.</p> <p>A questionnaire was sent out to people receiving care in the community during the year and 95% showed that they were happy with the service they received.</p> <p>During the Summer months people have been venturing out after covid and we have noticed a significant increase in the need for social activities. Art in particular has been popular.</p> <p>However, most people have been worried about the rising cost of living and especially fuel costs. Many people said they would not put the heating on this winter and were worried about the future. Special care will be needed from care staff who provide essential care to the most vulnerable in the service to ensure the well-being of people in their homes.</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>By introducing preventive services that address the individual's needs in their home, the care service will focus on improving the outcomes for individuals.</p> <p>This transition will be implemented in a planned and results-oriented way, and identifying the people who will benefit from additional services such as an introduction to Information Technology and online shopping can be a potential lifeline for people who living in rural areas, promoting independence.</p> <p>During the coming months we will visit different businesses, to see if we can work together; to deliver meals at home is one option people have asked for.</p> <p>We will organize trips during the summer for people to socialize amongst their community with their carers in order to promote well-being and independence, people are more adventurous and confident to go out and socialize now.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>All members of the charity's staff receive Safety training as part of the induction package. All members of staff receive a mobile phone from the charity and a Security app has been downloaded onto the app to follow if necessary.</p> <p>The charity has a specific person who is responsible for the safety of people who receive a service, or who are referred to us. The officer is independent of the Managers and the responsible Person, so that transparency pervades the references received, and that the case receives all support from an independent perspective.</p> <p>Security is regularly discussed on the agenda of staff meetings, and in induction meetings.</p> <p>It is important that the charity is open to any case that is referred and follows procedure according to the Security Policy.</p> <p>People who receive a service are encouraged to be open and to disclose any concerns they have, whether big or small, with the assurance that the case will receive all fair play.</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>32</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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
	<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>	
	<p>No. of staff in post</p>	<p>2</p>
	<p>No. of posts vacant</p>	<p>0</p>

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	The staff use the Grey Matter online training in addition to any mandatory training The Staff had Medication Training in 2022

Contractual Arrangements

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No
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Other supervisory staff

Does your service structure include roles of this type?	No
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Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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Other social care workers providing direct care

Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

Filled and vacant posts

No. of staff in post	32
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	20
Health & Safety	20
Equality, Diversity & Human Rights	20
Manual Handling	22
Safeguarding	14
Dementia	3
Positive Behaviour Management	1
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Podiatry training Medication Grey Matter Diabetes End Of Life

Contractual Arrangements

No. of permanent staff	29
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	3

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)	25
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	15
No. of staff working towards the required/recommended qualification	17

Other types of staff

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