

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:	AKC Home Support Services	
The provider was registered on:	25/02/2019	
The following lists the provider conditions:	Darren Lee Jones is a partner Sharron Anne Jones is a partner	
The regulated services delivered by this provider were:	AKC Home Support Services	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	25/02/2019
	Responsible Individual(s)	Sharron Jones
	Manager(s)	Sandra Jones
	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	Training needs analysis for new employees, staff supervision & a annual appraisal monitor the levels of all employees. Annual refresher courses for all employees, monthly team meetings for each service highlight any change in need of the service user that needs to be reflected for additional staff training. Competency-based training is sourced from workforce development in Conwy and Denbighshire, Curve learning and development & CareTutor.org - eLearning resource providing mandatory courses.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have a rigorous recruitment process ensuring safe recruitment & selection ensure the company meets the requirements of the regulated services, focusing on the key regulations 26, 27, 34, 35, 36, 37, 38, 39. Recruitment is carried out in line with current employment, equality & anti-discrimination data protection legislation. We outsource an employment law, HR and health & safety company to provide guidance & direction to our Manager's. Staff retention remains stable.

Service Profile

Service Details

Name of Service	AKC Home Support Services
Telephone Number	01492534662
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 language

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	109
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Fees Charged

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

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?	We involve the people receiving care & their relatives in the development of the service by consulting them & keeping them fully informed of changes, including monthly meetings; we regularly seek their opinions on the quality of the services we offer so that we can focus on improving them; The managers keep a close eye on what is happening; We provide staff with regular supervision and training. We take all complaints seriously & try to do something about them; All people who use services know about their right to make a formal complaint & how the complaints procedure works; We have a duty of candour to always let people know that if we make mistakes over any part of their care we will consult & advise as to how we have or will put matters right. Feedback from QA say: "I have found the management & staff willing & helpful & can approach them at any time." "I can always take my concerns to the manager who will always listen to me & do something about it."

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)	Yes
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.

<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 take every possible opportunity to enable the people who use our service to express views about the care and support we provide and will act on the comments we receive to improve the service by:</p> <ul style="list-style-type: none"> - creating conditions in which individuals feel comfortable about giving feedback on the service to staff - enabling people who use the service to give their views on the service and make improvements - encouraging all staff to be alert to views, whether of praise or criticism, expressed by people who use the service about day-to-day service delivery - providing systems for staff to report such informal feedback to managers - ensuring that informal feedback is considered seriously by managers and, where appropriate, used to improve the quality of the service - informing people who use the service of the value of their feedback and of action taken in response - providing the means by which people with communication difficulties can express their views about the service they are getting - carefully observing people with communication difficulties or limited capacity to identify which aspects of the service evidently promote their well- or ill-being and using these observations as indicators of their views. <p>We value feedback from people's friends, relatives and other representatives as providing an important route to understanding the views of individuals themselves. This is done through continuous checking with the people who use the service, and others who are involved in their care, and the use of regular satisfaction surveys. In particular, we will:</p> <ul style="list-style-type: none"> - encourage anyone who has contact with the service to pass on any views about it, especially where this helps us to understand the views of people who use the service who might otherwise be unable or unwilling to communicate directly <p>Everyone involved in the service is encouraged to communicate their thoughts about the service in whatever way they can or choose — face to face, telephone, letter, or email and in the Welsh or English language in line with their preference.</p> <p>The service will also ensure that anyone with communication difficulties resulting from sensory loss or other disabilities and impairments have the facilities and means to give their views like anyone else, including with advocacy support.</p> <p>We gather the views of people who use the service, and others who represent their view, by:</p> <ul style="list-style-type: none"> - carrying out regular service audits and surveys of opinion - quality assurance, end of service and review feedback.
<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>This care service considers in line with its requirements under the Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 that every service user has the right to freedom and choice over how they wish to live their lives and should be enabled to live with as much independence as possible. This includes aspects of caring for themselves. We consider that service users should be able to express their views, so far as they are able to do so, about their care, treatment and support and should be involved in making decisions about their own care. Our approach is to ensure that our service users have as much freedom of choice in their lives as is possible so long as that freedom does not expose them, any other service user, member of staff or member of the public to unacceptable risk.</p> <p>Individuals are supported to fulfil their potential and do things that matter to them and make them happy. This can include being supported to participate in or complete education or lifelong learning, developing and maintaining hobbies, joining community activities and volunteering.</p>

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

This service is committed to safeguarding its service users from all forms of abuse/harm. It recognises that it must always protect its service users and identify and deal with specific instances of abuse/harm if they occur. This service is always aiming for the very best quality of care and will not be satisfied with anything that falls short of this. It takes every possible action to prevent abuse/harm and associated risks and to deal with the issues as promptly and effectively as possible when they arise.

People feel safe by being respected, understood and knowing that the person feels valued for who they are. Understanding what is happening in their life, feeling in control about their care and support and are happy in their environment and feel safe with those around them. Empowering service users to make decisions and have a say in their care.

We require our managers to take responsibility for:

- developing the systems and structures within which it is possible to deliver the best possible care
- encouraging a culture and ethos for the service that minimises the risk of any sort of abuse/harm or the risks of it occurring
- producing and regularly revising the policies and procedures to prevent and deal with abuse/harm or the risks of it occurring
- operating personnel policies which identify, appropriately deal with and, if necessary, exclude from practice potential or actual abusers
- providing training for staff in all aspects of safeguarding, abuse/harm and protection
- investigating any evidence of abuse/harm speedily and sympathetically
- implementing improvements to procedures if an investigation into abuse/harm reveals deficiencies in the way in which the service operates
- collaborating with all other relevant agencies in combating abuse/harm and improving the safeguarding and protection of service users.

All staff receive training in recognising abuse or harm and carrying out their responsibilities under this policy as part of their induction programme and further training in line with their training needs as identified from their supervision and appraisals and policy developments and changes. The training is updated on a regular scheduled basis at least annually.

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)	44
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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
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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	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	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	RISCA Compliance National safeguarding training Recruiting staff from overseas.
<p>Contractual Arrangements</p>	
No. of permanent staff	52
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)	44
No. of part-time staff (17-34 hours per week)	7
No. of part-time staff (16 hours or under per week)	1
<p>Staff Qualifications</p>	
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
<p>Deputy service manager</p>	
Does your service structure include roles of this type?	No
<p>Other supervisory staff</p>	
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	2
No. of posts vacant	1
<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	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.	first aid fire medication administration person centred care dementia awareness level 3 behaviour/sightloss dysphagia passport manual handling epilepsy/buccal midazolame mental capacity act
<p>Contractual Arrangements</p>	
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
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Senior social care workers providing direct care</p>	
Does your service structure include roles of this type?	No
<p>Other social care workers providing direct care</p>	
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	49
No. of posts vacant	4

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	13
Health & Safety	49
Equality, Diversity & Human Rights	4
Manual Handling	49
Safeguarding	49
Dementia	42
Positive Behaviour Management	7
Food Hygiene	49

Please outline any additional training undertaken pertinent to this role which is not outlined above.

manual handling passport training
 First aid
 fire safety
 medication
 Epilepsy/Buccal Midazolame
 Person centred care
 D.o.L.s mentle capacity act
 dysphagia
 person centre planning/care
 autism awareness
 learning disabilities
 effective communication
 GDPR for workers
 infection prevention and control
 principles of person centred care
 Nutrition and wellbeing
 pressure ulcer prevention
 supporting people with learning disabilities
 supporting people with Parkinson
 understanding diabetes
 raising concerns and whistleblowing
 challenging behaviour

Contractual Arrangements

No. of permanent staff	49
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	49

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)	41
No. of part-time staff (17-34 hours per week)	7
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	34
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?	No