

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:	Bespoke Senior Care Limited	
The provider was registered on:	01/04/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Bespoke Senior Care Limited ta Hbrr Instead (Cowbridge, Pontyclun and Pontypridd)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/04/2019
	Responsible Individual(s)	Stephanie Davies
	Manager(s)	Jennifer Wright
	Partnership Area	Cardiff and Vale
	Service Conditions	There are no conditions associated to this service
	Bespoke Senior Care Limited ta Hbrr Instead (Cowbridge, Pontyclun and Pontypridd)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/04/2019
	Responsible Individual(s)	Stephanie Davies
	Manager(s)	Jennifer Wright
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	Bespoke Senior Care Limited ta Hbrr Instead (Cowbridge, Pontyclun and Pontypridd)	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/04/2019
	Responsible Individual(s)	Stephanie Davies
	Manager(s)	Jennifer Wright
	Partnership Area	Cwm Taf Morgannwg
	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	Staff follow a robust Training Assessment Programme and first 6 month plan. Train the Trainer qualified staff deliver First Aid, Moving and Handling, Dementia Course, End of Life Care, Catheter Care, Frailty Awareness and Parkinsons. An online learning system alerts us when training is due, and we have an annual refresher plan. Ongoing training is identified by client or staff need. Initial and regular spot check and competency support visits are undertaken by appropriately trained staff.
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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 robust in-house recruitment process to include a phone interview, in person interview and Training Assessment. New staff have an Enhanced DBS and 4 References prior to starting. Staff are linked with experienced staff members and have regular contact with the whole team. Positive feedback is passed on and we have an open-door policy. Staff are encouraged to ring the office when they need help or guidance, in or out of office hours. Occasions are celebrated as is outstanding service.

Service Profile

Service Details

Name of Service	Bespoke Senior Care Limited to Home Instead (Cowbridge, Pontyclun and Pontypridd)
Telephone Number	02920100999
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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	31
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Fees Charged

The minimum hourly rate payable during the last financial year?	23.29
The maximum hourly rate payable during the last financial year?	31.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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 conduct a service review with clients and/or family members after the first service then 2 weeks later. We then discuss the service 3 monthly with alternate Quality Assurance discussions and Service Reviews. The Personal Plan is updated as needed, or more often if a change in client need or hospital admission means that we need to update our service. In addition, we run a client survey on an annual basis where individuals are encouraged to take part to provide anonymous feedback.

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
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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.

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.

The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area. We have a number of governance arrangements in place to support engagement with those involved with the service. There is consistently input from both clients and/or family and services adjusted accordingly.

Our internal monitoring processes supported by IT systems prompt regular quality and review conversations. The QOCR and 3 monthly RI reports demonstrate that these take place and are productive, resulting in client led changes to their personal plan and service that is then communicated to their Care Professional team.

We also conduct a once yearly customer survey that is run by a third party and submitted with anonymous responses. This was completed in this financial year and the results reviewed in the September 2022 QOCR. We had a 53% response rate, with 100% of participants saying they would recommend Home Instead. One survey included "Home Instead continue to offer personalised and dedicated care for my father, often dealing with complex issues and always with professionalism" and another showing how we help someone achieve their preference of living well at home said "Home Instead have been central to keeping my father safely at home. They offer a personalised and committed service and the carers are complete gems."

We were inspected by the CIW during this financial year, in September 2022 and was found to be compliant in all areas. The report states "People have opportunities to feedback around the care they receive" and "the management team are visible and complete quality assurance measures".

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.

The March 2023 Quality of Care Review (QOCR) demonstrates compliance in this area. All new services have a consultation meeting prior to commencement to begin building the personal plan. Personal plans are then reviewed after the first two weeks of delivering a service and expanded further as the client gets to know how they would like the service delivered.

Personal plans are all written in the first person, with individualised outcomes identified for each area of wellbeing. They are agreed with the Client based on the method of least intervention so if a client is still able and willing to complete a task for themselves, they are encouraged to. Risk assessments are in place and used to support Positive Risk Taking to enable each client.

Where medication support or appointment support is provided, it is agreed what level of support they would like their Care Professional to provide. The CIW inspection report stated "The management of medication is effective. Care staff feel supported and receive ongoing opportunities for refresher training." There is an audit process in place for client logs and MARs.

Service reviews and quality assurance conversations are undertaken with the client where possible and/or family members depending on the wish of the client. We aim for a well matched, consistent team of Care Professionals for each client in order to best support each individual's overall wellbeing. The CIW Inspector also found this to be the case stating "the service always undertakes introductory visits before new staff members provide direct care and strives to match care staff to people with similar interests. Feedback shows the service works to build positive relationships with people and their relatives."

The PEAQ survey said: "Home Instead is the best care company I have worked with out of several in this area. Their staff are attentive and thoughtful and seem well trained and highly motivated." And "My carers are excellent – exactly what I need I could not ask for more"

Following an increase in clients living with Dementia related illnesses, a full Dementia Training programme, accredited by City & Guilds was offered to all staff between October and December 2022. Feedback was excellent for how they would use it in their work included "by remembering every client is still an individual and that each person with dementia will be different. To think about what the underlying reason may be for how the client is presenting in any given moment"

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

The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area.

People are reassured about our recruitment process. Care Professionals are interviewed and assessed in house. Training is provided by us (or use of third party for M&H). References and Enhanced DBS are completed prior to starting. File audits completed on 3 monthly RI reports show this is being followed diligently. We do not use agency staff.

Care Professionals are introduced by the Care Manager or other staff member that the client knows before they complete a service on their own. Care Professionals are observed on key areas to ensure competency and safe and effective delivery of a personalised service.

We have not had any safeguarding concerns raised in the last year. Management team are also trained on safeguarding and know how to respond and refer should anything be raised. The CIW Inspection also found this stating "Staff are aware of whistleblowing procedures and understand their responsibility to safeguard vulnerable adults." Care Professionals also complete SCAM Awareness training and we have intercepted several scam attempts for clients in this last year.

Care Professionals, Clients and family members were kept up to date on the guidance relating to COVID-19 the virus and how we were responding. We had full PPE and kept all clients safe. People also told the CIW Inspector that staff were wearing PPE to reduce the risk of infection.

One client said in their survey: "Being able to live in my own home feeling safe, secure and well looked after by caring friendly lovely staff". Another family member on a homecare review said "the company continually meet and exceed expectations in all areas of care."

The CIW Inspection report this year states "Up to date policies and procedures support good practice and care staff are clear on their responsibilities to protect people."

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)	23
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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	0
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.	Dysphagia Awareness; Ear Drop Administration Refresher; GDPR Refresher; Nasal Drop Administration Refresher; Eye Drop Administration Refresher, Infection control
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<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	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	0
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.	Medication Refresher; Infection Control; Medication Educators Course; Lone Working; End of Life; GDP R; Ageing Process; Building Relationships
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Senior social care workers providing direct care</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	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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Administration; Infection Control; GDPR;

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)	0
No. of part-time staff (17-34 hours per week)	2
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	2
No. of staff working towards the required/recommended qualification	0

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	20
No. of posts vacant	6

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	19
Health & Safety	30
Equality, Diversity & Human Rights	22
Manual Handling	16
Safeguarding	20
Dementia	11
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control; GDPR; Dysphasia; Personal Care ; Fire Prevention & Awareness; Lone Working; Stoma Care; Managing Continence, Scam Awareness

Contractual Arrangements

No. of permanent staff	20
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	20

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)	13

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1

Other types of staff

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

Service Details

Name of Service	Bespoke Senior Care Limited ta Home Instead (Cowbridge, Pontyclun and Pontypridd)
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Telephone Number	02920100999
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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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	1
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.00
The maximum hourly rate payable during the last financial year?	29.50

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 conduct a service review with clients and/or family members after the first service then 2 weeks later. We then discuss the service 3 monthly with alternate Quality Assurance discussions and Service Reviews. The Personal Plan is updated as needed, or more often if a change in client need or hospital admission means that we need to adjust our service. In addition, we run a client survey on an annual basis where individuals are encouraged to take part to provide anonymous feedback.

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

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>The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area. We have a number of governance arrangements in place to support engagement with those involved with the service. There is consistently input from both clients and/or family and services adjusted accordingly.</p> <p>Our internal monitoring processes supported by IT systems prompt regular quality and review conversations. The QOCR and 3 monthly RI reports demonstrate that these take place and are productive, resulting in client led changes to their personal plan and service that is then communicated to their Care Professional team.</p> <p>We also conduct a once yearly customer survey that is run by a third party and submitted with anonymous responses. This was completed in this financial year and the results reviewed in the September 2022 QOCR. We had a 53% response rate, with 100% of participants saying they would recommend Home Instead. One survey included "Home Instead continue to offer personalised and dedicated care for my father, often dealing with complex issues and always with professionalism" and another showing how we help someone achieve their preference of living well at home said "Home Instead have been central to keeping my father safely at home. They offer a personalised and committed service and the carers are complete gems."</p> <p>We were inspected by the CIW during this financial year, in September 2022 and was found to be compliant in all areas. The report states "People have opportunities to feedback around the care they receive" and "the management team are visible and complete quality assurance measures"</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 March 2023 Quality of Care Review (QOCR) shows compliance in this area. All new services have a consultation meeting prior to commencement to begin building the personal plan. Personal plans are then reviewed after the first two weeks of delivering a service and expanded further as the client gets to know how they would like the service delivered.</p> <p>Personal plans are all written in the first person, with individualised outcomes identified for each area of wellbeing. They are agreed with the Client based on the method of least intervention so if a client is still able and willing to complete a task for themselves, they are encouraged to. Risk assessments are in place and used to support Positive Risk Taking to enable each client.</p> <p>Where medication support or appointment support is provided, it is agreed what level of support they would like their Care Professional to provide. The CIW inspection report stated "The management of medication is effective. Care staff feel supported and receive ongoing opportunities for refresher training." There is an audit process in place for client logs and MARs.</p> <p>Service reviews and quality assurance conversations are undertaken with the client where possible and/or family members depending on the wish of the client. We aim for a well matched, consistent team of Care Professionals for each client in order to best support each individual's overall wellbeing. The CIW Inspector also found this to be the case stating "the service always undertakes introductory visits before new staff members provide direct care and strives to match care staff to people with similar interests. Feedback shows the service works to build positive relationships with people and their relatives."</p> <p>The PEAQ survey said: "Home Instead is the best care company I have worked with out of several in this area. Their staff are attentive and thoughtful and seem well trained and highly motivated." And "My carers are excellent – exactly what I need I could not ask for more"</p> <p>Following an increase in clients living with Dementia related illnesses, a full Dementia Training programme, accredited by City & Guilds was offered to all staff between October and December 2022. Feedback was excellent for how they would use it in their work included "by remembering every client is still an individual and that each person with dementia will be different. To think about what the underlying reason may be for how the client is presenting in any given moment.</p>

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

The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area.

People are reassured about our recruitment process. Care Professionals are interviewed and assessed in house. Training is provided by us (or use of third party for M&H). References and Enhanced DBS are completed prior to starting. File audits completed on 3 monthly RI reports show this is being followed diligently. We do not use agency staff.

Care Professionals are introduced by the Care Manager or other staff member that the client knows before they complete a service on their own. Care Professionals are observed on key areas to ensure competency and safe and effective delivery of a personalised service.

We have not had any safeguarding concerns raised in the last year. Management team are also trained on safeguarding and know how to respond and refer should anything be raised. The CIW Inspection also found this stating "Staff are aware of whistleblowing procedures and understand their responsibility to safeguard vulnerable adults." Care Professionals also complete SCAM Awareness training and we have intercepted several scam attempts for clients in this last year.

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The CIW Inspection report this year states "Up to date policies and procedures support good practice and care staff are clear on their responsibilities to protect people."

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)	23
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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	0
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.	Dysphagia Awareness; Ear Drop Administration Refresher; GDPR Refresher; Nasal Drop Administration Refresher; Eye Drop Administration Refresher, Infection Control
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<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	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	0
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.	Medication Refresher; Infection Control; Medication Educators Course; Lone Working; End of Life; GDP R; Ageing Process; Building Relationships; Infection Control
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Senior social care workers providing direct care</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	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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Administration; Infection Control; GDPR;

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)	0
No. of part-time staff (17-34 hours per week)	2
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	2
No. of staff working towards the required/recommended qualification	0

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	20
No. of posts vacant	6

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	19
Health & Safety	30
Equality, Diversity & Human Rights	22
Manual Handling	16
Safeguarding	20
Dementia	11
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control; GDPR; Dysphasia; Personal Care ; Fire Prevention & Awareness; Lone Working; Stoma Care; Managing Continence; Scam Awareness

Contractual Arrangements

No. of permanent staff	20
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	20

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)	13

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1

Other types of staff

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

Service Details

Name of Service	Bespoke Senior Care Limited ta Home Instead (Cowbridge, Pontyclun and Pontypridd)
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Telephone Number	02920100999
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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	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	23
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Fees Charged

The minimum hourly rate payable during the last financial year?	27.00
The maximum hourly rate payable during the last financial year?	29.50

Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	1
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 conduct a service review with clients and/or family members after the first service then 2 weeks later. We then discuss the service 3 monthly with alternate Quality Assurance discussions and Service Reviews. The Personal Plan is updated as needed, or more often if a change in client need or hospital admission means that we need to adjust our service. In addition, we run a client survey on an annual basis where individuals are encouraged to take part to provide anonymous feedback.

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

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>The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area. We have a number of governance arrangements in place to support engagement with those involved with the service. There is consistently input from both clients and/or family and services adjusted accordingly.</p> <p>Our internal monitoring processes supported by IT systems prompt regular quality and review conversations. The QOCR and 3 monthly RI reports demonstrate that these take place and are productive, resulting in client led changes to their personal plan and service that is then communicated to their Care Professional team.</p> <p>We also conduct a once yearly customer survey that is run by a third party and submitted with anonymous responses. This was completed in this financial year and the results reviewed in the September 2022 QOCR. We had a 53% response rate, with 100% of participants saying they would recommend Home Instead. One survey included "Home Instead continue to offer personalised and dedicated care for my father, often dealing with complex issues and always with professionalism" and another showing how we help someone achieve their preference of living well at home said "Home Instead have been central to keeping my father safely at home. They offer a personalised and committed service and the carers are complete gems."</p> <p>We were inspected by the CIW during this financial year, in September 2022 and was found to be compliant in all areas. The report states "People have opportunities to feedback around the care they receive" and "the management team are visible and complete quality assurance measures".</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 March 2023 Quality of Care Review (QOCR) shows compliance in this area. All new services have a consultation meeting prior to commencement to begin building the personal plan. Personal plans are then reviewed after the first two weeks of delivering a service and expanded further as the client gets to know how they would like the service delivered.</p> <p>Personal plans are all written in the first person, with individualised outcomes identified for each area of wellbeing. They are agreed with the Client based on the method of least intervention so if a client is still able and willing to complete a task for themselves, they are encouraged to. Risk assessments are in place and used to support Positive Risk Taking to enable each client.</p> <p>Where medication support or appointment support is provided, it is agreed what level of support they would like their Care Professional to provide. The CIW inspection report stated "The management of medication is effective. Care staff feel supported and receive ongoing opportunities for refresher training." There is an audit process in place for client logs and MARs.</p> <p>Service reviews and quality assurance conversations are undertaken with the client where possible and/or family members depending on the wish of the client. We aim for a well matched, consistent team of Care Professionals for each client in order to best support each individual's overall wellbeing. The CIW Inspector also found this to be the case stating "the service always undertakes introductory visits before new staff members provide direct care and strives to match care staff to people with similar interests. Feedback shows the service works to build positive relationships with people and their relatives."</p> <p>The PEAQ survey said: "Home Instead is the best care company I have worked with out of several in this area. Their staff are attentive and thoughtful and seem well trained and highly motivated." And "My carers are excellent – exactly what I need I could not ask for more"</p> <p>Following an increase in clients living with Dementia related illnesses, a full Dementia Training programme, accredited by City & Guilds was offered to all staff between October and December 2022. Feedback was excellent for how they would use it in their work included "by remembering every client is still an individual and that each person with dementia will be different. To think about what the underlying reason may be for how the client is presenting in any given moment"</p>

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

The last Quality of Care Review (QOCR), completed at the end of March 2023 demonstrates compliance in this area.

People are reassured about our recruitment process. Care Professionals are interviewed and assessed in house. Training is provided by us (or use of third party for M&H). References and Enhanced DBS are completed prior to starting. File audits completed on 3 monthly RI reports show this is being followed diligently. We do not use agency staff.

Care Professionals are introduced by the Care Manager or other staff member that the client knows before they complete a service on their own. Care Professionals are observed on key areas to ensure competency and safe and effective delivery of a personalised service.

We have not had any safeguarding concerns raised in the last year. Management team are also trained on safeguarding and know how to respond and refer should anything be raised. The CIW Inspection also found this stating "Staff are aware of whistleblowing procedures and understand their responsibility to safeguard vulnerable adults." Care Professionals also complete SCAM Awareness training and we have intercepted several scam attempts for clients in this last year.

Care Professionals, Clients and family members were kept up to date on the guidance relating to COVID-19 the virus and how we were responding. We had full PPE and kept all clients safe. People also told the CIW Inspector that staff were wearing PPE to reduce the risk of infection.

One client said in their survey: "Being able to live in my own home feeling safe, secure and well looked after by caring friendly lovely staff". Another family member on a homecare review said "the company continually meet and exceed expectations in all areas of care."

The CIW Inspection report this year states "Up to date policies and procedures support good practice and care staff are clear on their responsibilities to protect people."

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) 23

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

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	0
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.	Dysphagia Awareness; Ear Drop Administration Refresher; GDPR Refresher; Nasal Drop Administration Refresher; Eye Drop Administration Refresher, Infection Control
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<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	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	0
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.	Medication Refresher; Infection Control; Medication Educators Course; Lone Working; End of Life; GDP R; Ageing Process; Building Relationships; Infection Control
<p>Contractual Arrangements</p>	
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
<p>Staff Qualifications</p>	
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
<p>Senior social care workers providing direct care</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	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	2
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	2
Safeguarding	2
Dementia	1
Positive Behaviour Management	0
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Administration; Infection Control; GDPR;

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)	0
No. of part-time staff (17-34 hours per week)	2
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	2
No. of staff working towards the required/recommended qualification	0

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	20
No. of posts vacant	6

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	19
Health & Safety	30
Equality, Diversity & Human Rights	22
Manual Handling	16
Safeguarding	20
Dementia	11
Positive Behaviour Management	0
Food Hygiene	20
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control; GDPR; Dysphasia; Personal Care ; Fire Prevention & Awareness; Lone Working; Sto ma Care; Managing Continence, Scam Awareness

Contractual Arrangements

No. of permanent staff	20
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	20

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)	13

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	1

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