

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:	Cara Caring Services Limited	
The provider was registered on:	14/08/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Cara Caring Services Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	14/08/2018
	Responsible Individual(s)	
	Manager(s)	Elizabeth Sesevic
	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	We employed a full time in house Trainer , we also use online learning portal
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We used incentive schemes , such as Raffles , Bonus schemes, one off Christmas bonus, fuel allowances pick up enhancements . Refer a friend schemes , joining bonus

Service Profile

Service Details

Name of Service	Cara Caring Services Limited
Telephone Number	01633244007
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	No other languages currently used , although working towards developing Welsh

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	81
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Fees Charged

The minimum hourly rate payable during the last financial year?	18.28
The maximum hourly rate payable during the last financial year?	18.28

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	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We sent out letters of any changes and contingencies / Alerts / Change of ownership and we also carried out phone calls of any changes

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

<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>During Quality assurance surveys we ask individuals whether they feel involved in the decisions regarding their care. Whether they feel their privacy and dignity is respected, looking at samples of quality feedback received almost all felt that they are involved in their care, any changes needed and re-treated with dignity and respect.</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>When facilitating a new package of care, we will arrange to meet with the individual and/or family representatives prior to care commencing. We will use this opportunity to carry out a pre-assessment and gather information specific to their needs, wishes and beliefs. Once the care has commenced the team along with the individual will transfer all relevant information over to a personal more in-depth plan (All about Me) During this assessment particular attention is sought on more 'What can I do myself rather than what can't I do'. This will ensure all areas of independence and choice are adhered to. We also look to support with goals and outcomes and have developed a specific sheet to help with support and guidance on how these can be achieved.</p>

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

Our obligation to our service users is to keep them safe and protected from harm and abuse. We are confident that throughout the tiers of the team, all staff are confident on how to raise concerns and are confident to whistle blow, for example colleagues will raise concerns where applicable if they feel something is not right, just recently a member of staff raised concerns regarding another colleague showing a video of what appeared to be him smoking cannabis and behaving in a way in which could potentially put Cara in disrepute. Through feedback it was also determined that all service users we support know how to raise a concern.

Throughout the past 6-month period 13 Notifications were submitted relating to harm/ abuse

A more recent example obtained of how we keep people safe. May 2023

A member of care staff Rang the office to say she noticed in M B Blister pack he has x3 Tablets for Wednesday and x5 Tablets for Thursday AM Instead of the usual x4 Daily. The outcome of this was The Rm Rang the handpost Pharmacy to amend Dossett and took medication there.

Afternoon Carers picked up New Dossett from office ready for his evening, Family informed. Any safeguarding concerns raised by staff or service users are promptly investigated by the Registered Manager and followed up accordingly.

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) 14

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?	No
	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
	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	5
	No. of posts vacant	1

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	5
Health & Safety	5
Equality, Diversity & Human Rights	15
Manual Handling	5
Safeguarding	5
Dementia	5
Positive Behaviour Management	1
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer Course GDPR Awareness Duty of Care Level 3 Palliative and end of life care Person centred care

Contractual Arrangements

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

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)	5
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	5
No. of staff working towards the required/recommended qualification	0

Senior social care workers providing direct care

Does your service structure include roles of this type?	No
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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	38
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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	38
Health & Safety	38
Equality, Diversity & Human Rights	5
Manual Handling	38
Safeguarding	38
Dementia	15
Positive Behaviour Management	1
Food Hygiene	38
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer Course CPR Epilepsy Choking Diabetes Palliative Care Autism Awareness GDPR Falls Prevention Professional Boundaries Lone working Self Harming mental health Awareness Professional Development
<p>Contractual Arrangements</p>	
No. of permanent staff	38
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	32
<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)	20
No. of part-time staff (17-34 hours per week)	9
No. of part-time staff (16 hours or under per week)	9
<p>Staff Qualifications</p>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	18
No. of staff working towards the required/recommended qualification	21
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No