

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:	K L CARE LIMITED	
The provider was registered on:	01/05/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	K L Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	01/05/2019
	Responsible Individual(s)	Karen Wylie
	Manager(s)	Karen Wylie
	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	<p>We employed an in-house trainer for last financial year but now using another provider for Moving and Handling Passport and First Aid</p> <p>We use on line training from two different companies and any courses we are able to book with the local authority. We will continue to do this with refresher training in house</p> <p>Moving and Handling Passport achieved and refreshers for all staff carried out.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>Recently word of mouth has brought us two excellent new members of staff</p> <p>We advertise on Indeed and this has been successful in the past but recently a lot of timewasters unfortunately</p> <p>We have tried We Care Wales but no return</p> <p>Looking at Job Fairs for future</p> <p>Advert on Jobs Board at College more recently - as yet no response but early days</p> <p>Existing workforce loyal and retained as they are happy with their set rotas and time off as know exactly where they are</p>

Service Profile

Service Details

Name of Service	K L Care Limited
Telephone Number	01745888777
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service

None
However if there was a need documents would be translated into Welsh if required

Service Provision

People Supported

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

31

Fees Charged

The minimum hourly rate payable during the last financial year?

22.36

The maximum hourly rate payable during the last financial year?

22.36

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

0

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?

Responsible Individual Visits
Attending care calls on regular basis as a Manager

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>We receive requests from Care Brokerage via email and if we feel we can match with correct staff and timings we will apply. Upon acceptance we will produce our own Care and Support Plan based on information provided by case holders and arrange to introduce carers and meet with citizen and sometimes family also to carry out full assessment, i.e. discussion regarding What is Important to the citizen, likes and dislikes. We will go through the document we have been given and ensure that the correct information has been gathered in regards to their expectations of care. we will generally find out more about the person. Through this discussion we will establish how much they can do for themselves rather than make the citizen feel we are imposing. We will carry out our necessary risk assessments to ensure the safety of both the citizen and staff, in relation to their health needs and generic house safety.</p> <p>EXAMPLE</p> <p>Recently taken on citizen and the Local Authority carried out their necessary paperwork Met the person and picked up on that social worker had said in a lot of pain Discussed washing, dressing - The person would rather not get dressed every day as only receiving one call in the morning and whatever put on morning they would struggle to get off at night without an evening call. If going out will make effort but happy to stay in a clean night wear and dressing gown. Discussed going through clothes to ensure only easily fitting ones are to hand. Care Plan will be updated to show the change.</p> <p>Our Care and Support Plans are on a APP based system which allows instant updates if there are changes, appointments can be flagged. This system has been a huge improvement in service provision and auditing as we are able to see what has or hasn't happened very quickly at each call should there be any problems raised.</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>From point of meeting and producing their Care and Support Plan we ascertain how each citizen is feeling at that point in time,</p> <ul style="list-style-type: none"> - what do they want from receiving care - who is already assisting and in particular - socialisation - Do family visit? or friends visit regularly - Medication - how is this collected or delivered and by whom <p>- What was life like prior to need for care what were they able to do and where did they go What are barriers to this not continuing?</p> <p>EXAMPLE</p> <p>Questions Used to drive prior to fall and stay in respite Likelihood and reality is not going to regain enough strength to drive Prone to depression already and important doesn't slip down this route</p> <p>At assessment meeting discovered she used to go to Church and has a lot of friends but didn't seem to think she could go any more as not driving</p> <p>We discussed ordering Taxi and how important it is to carry on going out Family had had same conversation and were grateful for support to encourage further Successful discussion citizen is again attending Church, rings taxi herself and feeling much brighter about the future</p>

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

Staff are recruited following a robust application process with an Enhanced DBS and two references obtained. Staff will undergo:-

- Induction Training
- Safeguarding Training
- Will follow Company Policies and Procedures
- Follow Codes of Practice for Social Care Workers

Continuity of staff is the biggest reassuring thing that citizens appreciate and we strive to offer this.

When we first meet clients we discuss the rotas / staffing and always reassure that if at any time they have any concerns or worries they are to phone the office to discuss.

EXTRACT FROM SAFEGUARDING POLICY

K L Care citizens, who are vulnerable adults, are entitled to protection against abuse, including all forms of harm or exploitation.

The Company is committed to protecting our Citizens against all forms of abuse. Employees of the Company have a responsibility towards citizens to ensure that, as vulnerable adults, they are protected from abuse.

When attending our citizens, employees must remain vigilant at all times of the risk to citizens of abusive behaviour from different sources including members of the citizens family, employees, strangers and anything that would appear to be a risk of harm to a client.

If an employee believes a client has been subjected to abuse, he or she should refer the circumstances to his or her Line Manager (or another Senior member of staff, if appropriate), in accordance with the Company's Public Interest Disclosure Policy and Procedure ("Whistleblowing") for full investigation. They will report and complete the necessary paperwork for reporting.

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)	2
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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?	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
<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	0
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	1
Equality, Diversity & Human Rights	0
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Arthritis Awareness Nutrition Awareness 1
<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)	0
No. of part-time staff (17-34 hours per week)	1
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?	No
<p>Other 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	7
No. of posts vacant	4
<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	4
Health & Safety	7
Equality, Diversity & Human Rights	1
Manual Handling	7
Safeguarding	7
Dementia	7
Positive Behaviour Management	0
Food Hygiene	6
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Oral Care Autism specific to a client
<p>Contractual Arrangements</p>	
No. of permanent staff	7
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	7
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	6
No. of staff working towards the required/recommended qualification	1
<p>Other types of staff</p>	
Does your service structure include any additional role types other than those already listed?	No