

# 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:	SAANNIE MEDICAL SERVICES LIMITED	
The provider was registered on:	08/12/2022	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Saannie Medical Services Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	08/12/2022
	Responsible Individual(s)	Andrew Saidu
	Manager(s)	
	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>Saannie Medical Services conduct regular supervision and Appraisal for staffs to enable us to identify staffs training needs by implementing the following</p> <ol style="list-style-type: none"> <li>1. Setting clear expectations for each role that staffs are undertaking.</li> <li>2. Monitoring employee performance on a regular basis</li> <li>3. making the most personal development</li> <li>4. Make the most of personal development plans. ...</li> <li>5. Use focus group to understand employee training and development needs. ...</li> <li>6. Set up a system of mentoring and coaching.</li> </ol>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>In the current climate where demand for social care is high and increasing and there are widespread workforce shortages not only in care, the risks of experiencing short and longer-term shortages are relatively high. However arrangements are in place to embark on a massive recruitment drive from international recruitment to help reduce the short fall and we will use the following policy to achieve that. Emphases will be laid on • Safe Recruitment and Selection, Staff Retention Staff Complement.</p>

## Service Profile

### Service Details

Name of Service	Saannie Medical Services Limited
Telephone Number	01978502513
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

We have some welsh speaking staffs and some Africans and Indians, but predominantly english

#### Service Provision

##### People Supported

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

10

##### Fees Charged

The minimum hourly rate payable during the last financial year?

22

The maximum hourly rate payable during the last financial year?

22

##### Complaints

What was the total number of formal complaints made during the last financial year?

1

Number of active complaints outstanding

1

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

##### 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)

Yes

Makaton

Yes

British Sign Language (BSL)

Yes

Other

Yes

List 'Other' forms of non-verbal communication used

Facial expressions. The human face is extremely expressive, able to convey countless emotions without saying a word, Body movement, Paying attention to inconsistencies, Eye contact, Gestures a word.

##### 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 value support clients to have their voices being heard as it is necessary, if the services users voice goes unheard, this can restrict their identity, it is more so important if service users are encouraged to make and express their preferences enable them to gain understanding of who they are and how they wish to be known and treated.</p> <p>One way of doing that is that we as an Organisation we now recognise the need to work in partnership with clients; ensuring clients are consulted in all aspects of their care. Saannie Medical Services also have various policy documents that promote and protect client's rights and responsibilities, and the use of client complaints procedures and independent client advocates and our service user guide is drafted and specific to clients needs, we ensure that client rights are being always upheld. We try frantically to meet statutory regulations and we emphasis on client centred manner, that is, making the service fit the people and not the other way round, we can say that clients are having all individual rights and the responsibilities that go with these rights they are entitled too.</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>Our staffs are trained how to do person centred care planning that would reflect on how service users are valued and actively supported, and our policies and procedures addresses how diversity and equality are fostered, how confidentiality is maintained, how service users can access complaints procedures. We demonstrate following:</p> <p>Communicate appropriately and effectively: We listen to service users and carers and take account of their needs and wishes. We are aware that effective communication not only with our staffs, but all stake holders or multi-disciplinary team are pivotal to care delivery.</p> <p>Delegate appropriately We delegate duties based on the knowledge, understanding, skills and experience of the staff. We follow written policies, local policies, or guideline.</p> <p>Respect confidentiality We always follow local policies or guidelines on confidentiality. If we identified any information that raises concerns about the safety or wellbeing of our clients, we will investigate quickly and notify the appropriate professional and CIW.</p> <p>Manage Risk We mitigate and manage risk of harm to service users appropriately. Staffs are monitored not to put service users or themselves at risk if their performance or judgement is affected by their physical or mental health. We provide regular supervision and support to establish if staffs performance or judgement will be affected by their physical or mental health and could put service users, themselves, or others at risk. Be open when things go wrong. Operate a culture of openness and transparency, we encourage staffs to documents and report if something has gone wrong in any care, treatment, staffs are rewarded for been honest. Keep records of your work We induct, train, and ensure that staffs are well-trained how-to records information we keep ensuring that such information are clear and accurate. Staffs should follow our electronic system of recording patients information appropriately this system is password protected and it will help to protect records from being damaged, lost or accessed by someone without permission.</p>

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

We start from holistically assessing the needs of individuals. Care plan that is devised to best suit the client's needs. Constant monitoring and reviewing of the clients' requirements; should their circumstances change then the plan can be amended accordingly. Building a relationship of trust with their client, this can be done by both respecting the individuals' values and beliefs and their right to confidentiality. However, that confidentiality may need to be broken. This break of confidentiality can enable carers to promote the client's health and well-being, thus reducing the risk of them coming to harm.

Abuse of the elderly can take form in many ways; it may be physical, emotional, sexual, or financial. It could also be in the shape of neglect from their carers.

Understanding safeguarding policy is vital to be able to inform the necessary authorities if you suspect any abuse, however, not all elder abuse and neglect is intentional, at times it can be a result of a carer being pushed beyond their capabilities. Although this does not absolve the carer from their actions it can bring to light that perhaps both the carer and elder are not receiving adequate support and help.

Constant monitoring and doing spot checks on clients is vital to inform what type of care the client is receiving and appropriate action to be taken if there is suspicion of neglect. Should this type of neglect arise the organisation should put into place safeguarding strategies to support the client and the staff.

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)	15
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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
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No. of posts vacant	0
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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	150
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Health & Safety	150
Equality, Diversity & Human Rights	150
Manual Handling	150
Safeguarding	150
Dementia	150
Positive Behaviour Management	150
Food Hygiene	150
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All necessary mandatory training needed for the role
<b>Contractual Arrangements</b>	
No. of permanent staff	15
No. of Fixed term contracted staff	15
No. of volunteers	0
No. of Agency/Bank staff	100
No. of Non-guaranteed hours contract (zero hours) staff	50
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	5
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	16
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	45
<b>Deputy service manager</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	1
No. of posts vacant	0
<b>Training undertaken during the last financial year for this role type.</b> 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	150
Health & Safety	150
Equality, Diversity & Human Rights	150
Manual Handling	150
Safeguarding	150
Dementia	150

Positive Behaviour Management	150
Food Hygiene	150
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training necessary for the role including medication managements, dementia awareness, learning disability, conflict resolution, mental capacity act.
<b>Contractual Arrangements</b>	
No. of permanent staff	15
No. of Fixed term contracted staff	15
No. of volunteers	0
No. of Agency/Bank staff	100
No. of Non-guaranteed hours contract (zero hours) staff	50
<b>Outline below the number of permanent and fixed term contact staff by hours worked per week.</b>	
No. of full-time staff (35 hours or more per week)	15
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	5
<b>Staff Qualifications</b>	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	25
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	10
<b>Other supervisory staff</b>	
Does your service structure include roles of this type?	Yes
<b>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.</b>	
<b>Filled and vacant posts</b>	
No. of staff in post	4
No. of posts vacant	6
<b>Training undertaken during the last financial year for this role type.</b> 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	150
Health & Safety	150
Equality, Diversity & Human Rights	150
Manual Handling	150
Safeguarding	150
Dementia	150
Positive Behaviour Management	150
Food Hygiene	150
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All mandatory training completed for this role

Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	15
No. of volunteers	0
No. of Agency/Bank staff	100
No. of Non-guaranteed hours contract (zero hours) staff	50
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)	15
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	45
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	Yes
List the role title(s) and a brief description of the role responsibilities.	Support Worker A support worker is someone who looks after the well-being of people in their daily lives. They help people living with different physical disabilities and mental health needs to live their lives more independently and support them to reach their potential by providing both physical and emotional support.
Filled and vacant posts	
No. of staff in post	15
No. of posts vacant	15
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	150
Health & Safety	150
Equality, Diversity & Human Rights	150
Manual Handling	150
Safeguarding	150
Dementia	150

Positive Behaviour Management	150
Food Hygiene	150
Please outline any additional training undertaken pertinent to this role which is not outlined above.	AL STAFF COMPLETED ALL NECESSARY DOCUMENTATION FOR THE JOB ROLE
Contractual Arrangements	
No. of permanent staff	15
No. of Fixed term contracted staff	15
No. of volunteers	0
No. of Agency/Bank staff	100
No. of Non-guaranteed hours contract (zero hours) staff	50
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)	15
No. of part-time staff (17-34 hours per week)	10
No. of part-time staff (16 hours or under per week)	5
Staff Qualifications	
No. of staff who have the required qualification	16
No. of staff working toward required/recommended qualification	50