Provider Information to be published

> The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.
>
> 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:	Cardiff & Vale Caring 4 U Limited
The provider was registered on:	17/12/2018
The following lists the provider conditions:	There are no imposed conditions associated to this provider

The regulated services delivered by this provider were:	**Caremark Cardiff & The Vale**	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	17/12/2018
	Responsible Individual(s)	Sharanjit Dhaliwal
	Manager(s)	Sharanjit Dhaliwal
	Partnership Area	Cardiff and Vale
	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	All new care staff successfully complete a comprehensive 2 day induction face to face classroom training which includes the AWIF and multiple online training courses with structured time frames and deadlines. Practical competencies are assessed by their FCS in the community. Staff also attend external courses provided by the L.A. The training matrix is maintained and training is refreshed at regular intervals. Training needs are discussed every 3 months with the staff during their supervisions.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	We have robust arrangements in place to recruit staff safely. They are vetted by DBS and are subject to rigorous pre-employment checks. We recruit people who share our values and those we feel are the right fit for the role. We have used online recruitment- through Indeed, our own website, via referrals and word of mouth and sponsoring staff from overseas. Our retention strategy: positive onboarding experience; supporting professional development; focus on staff well-being, recognising hard work

Service Profile

Service Details

Name of Service	Caremark Cardiff & The Vale

Service Telephone Number	01446327108
What is/are the main language(s) through which your service is provided?	Welsh Medium and English Medium

Other languages used in the provision of the service	Welsh- We offer all documentation in the Welsh language on request.
	One staff member in the management team speaks proficient Welsh and has delivered care staff basic Welsh lessons.
	All our staff have recently started to complete the basic Welsh Online course provided by Social Care Wales.
	We also have staff that are ethnic minorities that speak languages from their home country which currently are not used in the service.

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	172

Fees Charged

The minimum hourly rate payable during the last financial year?	19.50
The maximum hourly rate payable during the last financial year?	30.00
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	0
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	There a numerous arrangements for consulting with people who use our service through informal and formal channels. Formal- feedback surveys; telephone monitoring, home reviews with their family/representative, with social workers and others members of the multidisciplinary team involved in the persons care, Quality Assurance visits by the management team and R.I home visits a random selection every 3 months. Informal: receiving and making daily phone calls and emails.
	L.A Social Workers carry out reviews with the people that use our service and feedback is given and any changes that require implementation with the service being provided.
	Care staff are skilled and knowledgeable in reporting any issues and concerns about the people they care for to the office.
	Engaging with people; chatting; playing games having tea and cake during events we have organised such a MarieCurie Day.
	We encourage all people that receive a service from us to give their full and diverse range of views.

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	Yes
List 'Other' forms of non-verbal communication used	Drawing, painting, music are used to help people especially people with dementia to express themselves.

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.	Best possible outcomes are achieved for people through a strength based, outcome focussed and person centred care approach which enables them to live in their own home safely and for as long as possible. People's needs are assessed before we start the package of care to confirm we can meet the person's needs safely and effectively and outcomes are identified and agreed to promote choice; independence and well-being. Care plans include people 's diverse needs and lifestyle choices in detail and kept updated after completing the three monthly reviews in peoples homes. We work in close partnership with multidisciplinary teams when planning care from the outset to follow up reviews after packages of care have commenced which includes people's family members and representatives. We work with people that have complex needs such as challenging behaviour. Staff know how to work safely and properly with people with these needs and how to record behaviour and support. Staff are well trained to provide support to people with complex needs and receive ongoing support from the management team. People with complex care needs receive regular visits from supervisors and senior Staff to provide and additional support and keep close monitoring of progress and any issues. When people are discharged from a hospital or when any changes to the care delivered is required their care plans which are detailed and person centred are promptly reviewed and updated and personal outcomes achieved and set for future are documented and monitored. We continue to review Risk Assessments and Management practices to proactively identify and mitigate risks. We have listened to people's voices and have successfully managed community access for them such outings to local parks, beaches and cafes. This has had a significant positive impact on people's emotional and psychological well-being. Staff have reported on the improvement in people's mood when implementing social calls for them. People's feedback is very important to us and has evidenced people feel they have a voice as they inform us they are given choice, control, dignity and respect which is evidenced by the telephone monitoring calls the office tram conduct, the survey questionnaires we send out and receive from the people we support and via conversations the R.I has which are documented as part of RI Quarterly Home Visits. The Care Quality report completed by the R.I and patterns, tends and themes are identified.

| 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. | People are at the heart of our service and we are active in listening to their views.
Our strength based, outcome focussed and person centred approach supports people to live their life how they choose to and achieve their desired personal outcomes with the support of our service which encourages autonomy and promotes independence. By giving choice, control dignity and respect these are the values that give people the power to have a voice and puts them in charge of the care they wish to receive.

As part of our Quality Assurance Governance we can evidence people are happy using our service from:
telephone monitoring; home reviews, feedback questionnaires and R.I home visits and daily operations.

We have received a large number of compliments (Verbal, Written, Emails, Thank you cards) from service users and family members/representatives. The care staff have been consistently praised for their exemplary care which has been described as "professional, patient; diligent; empathetic and consistently going above and beyond."

The management team have also been recognised and received positive feedback for their "efficiency" "consistency"; "professionalism" and "always acting quickly to action changes requested"
The management team receive verbal and written feedback from stakeholders who acknowledge the management team consistently strives to go above and beyond and are hardworking and have the skills and expertise to tackle complexities in care and overcome challenges when faced with them.

We provide care to people that is holistic,care plans are written in the first person and it is important to us that we consider people's emotional and social well-being needs. We identify people who are experiencing social isolation; low in mood; and try our best to assist them for example arranging community access to places of their choice such as the local park, cafe , church or local shops. We also hold community events and new experiences for the people that we support and do fundraising for charities and celebrate people's birthdays etc

People receive continuity of care from care staff that are familiar with their routines; likes and dislikes and are prompt to identify any changes in health needs or any concerns to the management team. We are strongly focussed on achieving positive outcomes for the people that we support no matter how small or big and sometimes it is the little things we take for granted make a great difference and put smiles on people's faces. |

The extent to which people feel safe and protected from abuse and neglect.	We have systems in place to help protect people from harm.
	All new staff are rigorously recruited they are subject to a robust recruitment process and an enhanced DBS check to ensure they are fit to work with vulnerable adults. All new staff are required to complete training in safeguarding as part of their induction which is refreshed every year during face to face and online training. The training matrix is kept up to date which evidences the training each staff have successfully completed with a Green, Amber and Red Traffic Light system in place.
	Care staff know how to identify and report concerns. Care staff report concerns and complete incident and accident forms when required. We have embedded a positive team culture and an open door policy. All new care staff receive shadowing, mentorship by experienced care staff and comprehensive induction training. Care staff have a strong management team that are always visible and present to support them in their work and will take the appropriate action when standards can be improved.
	From the feedback received from people they have told us told us they feel safe and protected from abuse and neglect and they feel comfortable with their care staff who support them. The management team share information and report appropriately to safeguarding when required. We have excellent systems in place that ensure there is robust oversight and analysis of important events to enable improvements.
	The safeguarding and whistleblowing policy is kept up to date with current guidance. The safeguarding policy reflects the Wales Safeguarding Procedures.These are communicated to staff though regular meeting; supervisions, training to confirm their understanding. We have introduced an electronic app for the staff which is a highly effective system where staff are able to access any policy via an online secure app.
	Al staff know how to recognise and report any concerns about people's safety and well-being. The management team take any concerns raised by care staff seriously to make sure people are properly safeguarded and people using the service know how to raise concerns and have full confidence these would be addressed to their satisfaction.
	We comply with requirements to make safeguarding notifications to our regional safeguarding board, CIW Police and Social Care Wales when required. We always try our best to gain consent and share the safeguarding report with the people we support where appropriate.

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)	58.50

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

> 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	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Leadership and Management Course Strength Based Practice One day work shop Caremark Ltd Conference- Building a Winning Team. Health and Well-being

Contractual Arrangements

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

> 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)	1
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy 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

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Numerous training courses attended that is relevant to the role for a Deputy Care Manager. Deputy Manager attended : Medication Train The Trainer Course Safeguarding Training Manual Handling Train The Trainer Health and Social Wellbeing training Employing People and HR management Fire Safety Training Risk Assessments Social Media Workshops

Contractual Arrangements

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

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)	1
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 Service Manager	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1

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	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	0
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
Safeguarding	2
Dementia	2
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Record Keeping Medication Training Fire Awareness Training Risk Assessments Staff Health and Well-being In house Training specific to roles and responsibilities

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)	2
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	2
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?	Yes

Filled and vacant posts

No. of staff in post	3
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	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	2
Food Hygiene	2
Please outline any additional training undertaken pertinent to this role which is not outlined above.	CPR Medication training Level 2 and 3 and Staff Medication Competency Assessor Record keeping Fire Awareness Training Managing Challenging Behaviours In house training training specific to Roles and Responsibilities.

Contractual Arrangements

No. of permanent staff	3
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)	3
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	3
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

Filled and vacant posts

No. of staff in post	55
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	77
Health & Safety	78
Equality, Diversity & Human Rights	87
Manual Handling	87
Safeguarding	87
Dementia	87
Positive Behaviour Management	78
Food Hygiene	84
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Induction Training also includes: Managing Mediation Infection Control Fire Safety First Aid CPR Mental Capacity Personal Care Training part of induction includes - Continence Care, Catheter Care, Stoma Care, Skin Integrity, Documentation and Record Keeping. AWIF classroom training - staff complete AWIF booklets and practical competencies are assessed in the community by management team. SCW Welsh Language Awareness Course Social Care Workers also complete a range of specialist training courses matched with the medical conditions of the people they support foe e.g - Autism, Epilepsy, Stroke Awareness, Parkinson's Disease, Motor Neurone Disease.

Contractual Arrangements

No. of permanent staff	55
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)	47
No. of part-time staff (17-34 hours per week)	8
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	48

No. of staff working towards the required/recommended qualification	7

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.	Care Coordinators- answering all incoming phone calls, processing new client referrals; preparing appropriate documentation for Field Care Supervisors . Completing weekly care workers rotas, ensuring permanent allocation of staff to all client visits and ensuring all visits are are always covered. Daily monitoring of the live ECM system and following up any issues. Administration of individual Personal Care Plans; Assistance with payroll; invoice processing and production of reports and management information as requested. Office Administrators- To ensure compliance and health and safety with all office procedures. To assist with the recruitment of suitable care workers. Responsible for setting up new employee records, ongoing compliance; allocating staff training and keeping training matrix updated.

Filled and vacant posts

No. of staff in post	4
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	2
Equality, Diversity & Human Rights	2
Manual Handling	1
Safeguarding	2
Dementia	2
Positive Behaviour Management	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	GDPR Fire Safety First Aid

Contractual Arrangements

No. of permanent staff	4
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)	3
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification	2
No. of staff working toward required/recommended qualification	2