

Annual Return 2024/2025

Provider Profile

Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2025.

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:	People Support Ltd
The provider was registered on:	21/05/2021

The regulated services delivered by this provider were:

Powys Homecare	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/05/2021
Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Laura Wygold,
Partnership Area	Powys
Service Address	35a High Street , Welshpool SY21 7JP

People Support Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/04/2023
Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Nicola Hodges
Partnership Area	West Glamorgan
Service Address	Unit 7, Llys Caer Felin, Felinfach, Swansea SA5 4HH

People Support Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	18/10/2024
Responsible Individual(s)	Gregory Harries-Griffiths
Manager(s)	Lisa Collins
Partnership Area	West Wales
Service Address	1 Quay Street, Ammanford SA18 3DB

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

New staff complete a week-long classroom induction aligned with AWIF for Social Care Wales requirements. It covers topics such as infection control, PPE, dementia, food hygiene, equality, and inclusion. Training includes the Social & Wellbeing Act, All Wales Safeguarding Procedure, and Manual Handling. Staff also receive specialised training tailored to service users, like PEG feeding (NHS), medication MAR (local authority), and national well-being and record-keeping training.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

Our recruitment team ensures safe, high-quality hiring by advertising jobs on Indeed and social media, conducting due diligence checks, and face-to-face interviews. With a sponsorship license, we support international staff through the borderless system to meet Home Office requirements. Benefits include recognition days, Social Care Wales and DBS check fee coverage, paid training, QCF qualifications, supervisions, team meetings, appraisals, and reference checks, fostering inclusivity.

Service Profile

Service Details

Name of Service	People Support Limited
Service Telephone Number	03337722633
What is the main language through which the service is provided?	English
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?	400
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	15
Number of active complaints outstanding	2
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	13
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Reg 73 Annual feedback reviews supervisions training

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	No
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	.

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.

We conduct initial assessments for new care packages, ensuring individuals have a voice and control in designing their pathways to achieve desired outcomes. Whenever possible, individuals write their own care plans, outlining their preferred support methods. We encourage positive risk-taking and independence, with success stories including reducing four double-staff visits to a single staff visit per day.

Our reviews are flexible, adapting care plans to meet individual needs and collaborating with stakeholders to promote independence while maintaining safety. Senior team members document evidence of choice and control during reviews, covering preferences such as attire, bathing, meals, and community involvement. We also arrange early visits for day centre, appointments, or family engagements. Feedback surveys drive ongoing improvements to our services.

We use a great ECM system that supports our service user and family portal, enabling seamless communication between individuals, families, and social workers (with consent). Individuals have access to our contact details and can choose their preferred communication method. Records confirm prompt coordination with healthcare professionals to prioritize safety, and our management team maintains close, proactive engagement with everyone we support. This hands-on approach ensures voices are heard, and no complaints have been received.

We upskill staff regularly to meet the needs of various individuals, ensuring we can provide tailored support and care. Advocacy is respected and promoted, and we assign Welsh-speaking staff to Welsh-speaking individuals whenever possible. All handover notes are reviewed thoroughly, and staff are trained to promote voice, control, early intervention, and co-production for the people we support.

<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 staff is trained to monitor and maintain the health of supported individuals, keeping detailed records of health conditions and working closely with healthcare professionals to meet individual needs. We provide tailored training, often involving OTs, nurses, medicine management teams, and other stakeholders, to ensure good health, well-being, and positive outcomes.</p> <p>Day centres are popular community hubs for individuals, and we collaborate with social workers and groups in accessible locations. We offer flexible visits for day centre activities, family engagements, and health appointments. During assessments and reviews, individuals assess their health and well-being compared to when they first began receiving support.</p> <p>We keep contact details for every individual's GP, nurse, CMHT, OT, and social worker, with processes in place to address out-of-hours health concerns. To date, no safeguarding issues related to health decline have arisen, thanks to our skilled senior team, which allocates appropriate resources based on individual circumstances. We work with local organisations like advocacy services respite services and the Alzheimer's Society to provide comprehensive support.</p> <p>Early intervention is a priority, with assessments and reviews addressing the care needs of individuals with progressive illnesses such as dementia, MS, and Parkinson's. Staff are trained to report changes in conditions promptly and take proactive steps to secure necessary resources. We encourage the use of assistive technology and safety aids like lifelines and fall mats to enhance well-being and safety.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We have robust safeguarding measures in place to ensure the safety of those we support. While no safeguarding concerns have been identified, any issues that arise are promptly reported to the safeguarding team. Surveys and feedback confirm that individuals feel safe, and audits show no patterns of incidents or accidents. Reviews demonstrate that staff are skilled and prepared to meet individual needs, including handling equipment, medication, and challenging behavior.</p> <p>Our manager and RI address concerns swiftly and maintain strong relationships with commissioners. Staff are trained according to the All Wales Safeguarding Procedures and are encouraged to report any concerns. They are fully aware of how to report safeguarding issues or whistleblow. Individuals and families receive a service user guide outlining ways to report safeguarding concerns, ensuring transparency.</p> <p>Staff are introduced to the code of professional conduct during induction, and it is reinforced in refresher training, supervisions, and team meetings. Safeguarding is a regular agenda item in meetings and is aligned with the Social Services and Well-being Act to promote voice and control, early intervention, well-being, and co-production.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>78</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>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.

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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Working Towards Level 4 QCF Autism awareness Mar chart training MMCA

Contractual arrangements for staff currently in post

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
Is the information about contractual arrangements correct?	Yes

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
Is the information about staff qualifications correct?	Yes

Deputy service manager

Does your service structure include roles of this type?	No
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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	3
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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
<p>Contractual arrangements for staff currently in post</p>	
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
Is the information about contractual arrangements correct?	Yes
<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)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	1
<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	2
Is the information about staff qualifications correct?	Yes
<p>Senior social care workers providing direct care</p>	
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	8
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	8
Health & Safety	7
Equality, Diversity & Human Rights	8
Manual Handling	8
Safeguarding	8
Dementia	8
Positive Behaviour Management	0
Food Hygiene	7
Please outline any additional training undertaken pertinent to this role which is not outlined above.	

Contractual arrangements for staff currently in post

No. of permanent staff	8
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
Is the information about contractual arrangements correct?	Yes

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)	6
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	2

Staff Qualifications

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	2
Is the information about staff qualifications correct?	Yes

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	64
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	49
Health & Safety	55
Equality, Diversity & Human Rights	54
Manual Handling	53
Safeguarding	59
Dementia	52
Positive Behaviour Management	0
Food Hygiene	55
Please outline any additional training undertaken pertinent to this role which is not outlined above.	First Aid, Dementia bus, Autism bus and awareness, lone working

Contractual arrangements for staff currently in post

No. of permanent staff	60
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	4
Is the information about contractual arrangements correct?	Yes

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)	22
No. of part-time staff (17-34 hours per week)	33
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	59
No. of staff working towards the required/recommended qualification	5
Is the information about staff qualifications correct?	Yes

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.	Volunteer placement - Undertakes admin tasks and supports the branch in day to day admin and customer service.

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	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	0
Safeguarding	0
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
No. of permanent staff	0
No. of Fixed term contracted staff	0
No. of volunteers	1
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes

Service Profile

Service Details

Name of Service	People Support Limited
Service Telephone Number	07446325981
What is the main language through which the service is provided?	English
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?	210
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	6
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Throughout the last financial year, we consulted individuals using our service through assessments, reviews, and an annual survey. These included one-on-one discussions, group forums, and ongoing feedback via our service user portal. To comply with Regulation 73, we made deliberate and structured arrangements to consult with people who use our service. Senior management, including the Responsible Individual, met regularly with individuals to gather insights, while alternative communication methods ensured inclusivity for all. Feedback focused on care quality, responsiveness, and satisfaction, and was used to adjust care plans, enhance staff training, improve scheduling, and provide additional resources. This demonstrated our commitment to voice, choice, and continuous service improvement.

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)	Yes
Other	Yes
List 'Other' forms of non-verbal communication used	.

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.

We conduct initial assessments for new care packages, ensuring individuals have a voice and control in designing their pathways to achieve desired outcomes. Whenever possible, individuals write their own care plans, outlining their preferred support methods. We encourage positive risk-taking and independence, with success stories including reducing four double-staff visits to a single staff visit per day.

Our reviews are flexible, adapting care plans to meet individual needs and collaborating with stakeholders to promote independence while maintaining safety. Senior team members document evidence of choice and control during reviews, covering preferences such as attire, bathing, meals, and community involvement. We also arrange early visits for day centre, appointments, or family engagements. Feedback surveys drive ongoing improvements to our services.

We use a great ECM system that supports our service user and family portal, enabling seamless communication between individuals, families, and social workers (with consent). Individuals have access to our contact details and can choose their preferred communication method. Records confirm prompt coordination with healthcare professionals to prioritise safety, and our management team maintains close, proactive engagement with everyone we support. This hands-on approach ensures voices are heard, and no complaints have been received.

We upskill staff regularly to meet the needs of various individuals, ensuring we can provide tailored support and care. Advocacy is respected and promoted, and we assign Welsh-speaking staff to Welsh-speaking individuals whenever possible. All handover notes are reviewed thoroughly, and staff are trained to promote voice, control, early intervention, and co-production for the people we support.

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.

Our team is well-trained to support the health and well-being of individuals, maintaining detailed records and working closely with healthcare professionals to meet unique requirements. We deliver customized training, often in collaboration with OTs, nurses, and medication teams, to ensure individuals receive the best care and achieve their goals.

Day centers serve as vital community spaces, and we work alongside social workers and local groups to make these opportunities more accessible. Visits are tailored to accommodate day center attendance, family interactions, and health appointments. During reviews and assessments, individuals compare their current health and well-being to when they first began receiving care, giving us valuable insights for continuous improvement.

We ensure up-to-date contact information is readily available for every person's GP, nurse, CMHT, OT, or social worker. Effective out-of-hours structures are in place to address urgent health concerns. Fortunately, our proactive approach has prevented any safeguarding issues linked to health declines. With experienced senior staff, we allocate resources based on each individual's needs and collaborate with third-sector organizations like respite services and the Alzheimer's Society to offer comprehensive assistance.

Proactive care is central to our approach, with regular assessments ensuring progressive conditions such as dementia, MS, or Parkinson's are addressed appropriately. Our staff is equipped to identify and report any changes, allowing timely intervention to secure necessary support. We also advocate for assistive devices and safety features like fall mats and lifelines to improve both safety and overall quality of life.

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

We have robust safeguarding measures in place to ensure the safety of those we support. Surveys and feedback confirm that individuals feel safe, and audits show no patterns of incidents or accidents. Reviews demonstrate that staff are skilled and prepared to meet individual needs, including handling equipment, medication, and challenging behaviour.

Our manager and RI address concerns swiftly and maintain strong relationships with commissioners. Staff are trained according to the All Wales Safeguarding Procedures and are encouraged to report any concerns. They are fully aware of how to report safeguarding issues or whistleblowing. Individuals and families receive a service user guide outlining ways to report safeguarding concerns, ensuring transparency.

Staff are introduced to the code of professional conduct during induction, and it is reinforced in refresher training, supervisions, and team meetings. Safeguarding is a regular agenda item in meetings and is aligned with our internal policies and the Social Services and Well-being Act to promote voice and control, early intervention, well-being, and co-production.

The total number of full time equivalent posts at the service (as at 31 March) 76

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	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	0	
Food Hygiene	2	

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Safeguarding (Group C) Lone working regulations Camel training I-Stumble training Social care Wales training (Management awareness) MMCA refresher training with MMT.
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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 Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
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	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	0
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Camel training I-Stumble training MMCA refresher with MMT
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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 social care worker	0
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Senior social care workers providing direct care	
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	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	3
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3

Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Senior Safeguarding I-Stumble training Camel training Single-handed Manual Handling Training.
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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	0
No. of staff working towards the required/recommended qualification	3
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	
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	70
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	56
Health & Safety	56
Equality, Diversity & Human Rights	56
Manual Handling	64
Safeguarding	64
Dementia	56

Positive Behaviour Management	56
Food Hygiene	54
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication training - 50 Stoma training - 7 Sheath training- 5 Improve note taking - 7
Contractual arrangements for staff currently in post	
No. of permanent staff	60
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	10
Is the information about contractual arrangements correct?	Yes
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)	32
No. of part-time staff (17-34 hours per week)	22
No. of part-time staff (16 hours or under per week)	6
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	14
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

Service Profile

Service Details

Name of Service	Powys Homecare
Service Telephone Number	01938 705089
What is the main language through which the service is provided?	English
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?	109
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Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

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
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Over the past financial year, Powys people support branch has implemented various methods to gather input from service users and improve operations. These included quarterly feedback surveys, service review meetings, one-on-one consultations, suggestion boxes, and a user representation panel, with input also gathered from caregivers where needed. Feedback led to concrete changes like revised service hours, improved staff training, enhanced scheduling systems, and more frequent wellness checks, ensuring user needs were prioritised and their voices shaped the service's development.

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

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 conduct initial assessments for new care packages, ensuring supported individuals have a say in designing their care pathways to achieve desired outcomes. Whenever possible, individuals design their own care plans, outlining their preferred support methods, with an emphasis on promoting independence and positive risk-taking. Reviews are flexible, responsive, and collaborative, enabling adaptations to care plans while prioritising safety. Our senior team gathers evidence of choice and control during reviews, addressing preferences like daily routines, meals, and community activities. We facilitate early visits for appointments or engagements and value feedback through regular surveys, making changes as needed. Our user-friendly service portal allows open communication for individuals, families, and social workers (with consent), empowering all parties involved. We promptly involve healthcare professionals when required, with direct management involvement ensuring all voices are heard. To meet diverse needs, we upskill staff for specialised care, respect advocacy, and assign Welsh-speaking staff where suitable. All handover notes undergo review, and staff are trained in promoting voice, control, early intervention, and co-production.</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 staff receives comprehensive training to support the health and well-being of individuals, maintaining detailed records of health conditions and collaborating closely with healthcare professionals to meet their needs. Customized training, often with input from OTs, nurses, and medicine management teams, is provided to achieve positive outcomes. We engage with social workers and community groups, offering flexible visits for day centres, family engagements, and health appointments. During assessments and reviews, individuals rate their well-being compared to when care began. We keep up-to-date contact details for each person's healthcare team and have out-of-hours processes to address any concerns. Our skilled senior team allocates resources effectively. We partner with local organizations like respite services and the Alzheimer's Society, emphasizing early intervention and tailored support for progressive conditions, including dementia, MS, and Parkinson's. Our staff promptly reports changes in conditions, enabling timely interventions, and we encourage the use of assistive technology, such as lifelines and fall mats, to enhance safety and well-being.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>We promptly report any identified safeguarding issues and ensure supported individuals feel safe, as confirmed by surveys and feedback. No trends of incidents or accidents are present, and audits show staff are skilled to meet individual needs. Our team is trained, confident, and competent in using equipment, supporting medication, and managing challenging behavior. Managers and the RI address concerns swiftly while maintaining strong relationships with commissioners. We have an up-to-date safeguarding policy aligned with the All Wales Safeguarding Procedures, and staff are trained to report concerns or whistleblow. Individuals and families receive a service user guide outlining how to report safeguarding concerns. The code of professional conduct is introduced during staff induction and reinforced through refresher training, supervision, and meetings, where safeguarding is consistently discussed. Our service operates in line with the Social and Well-being Act, prioritizing voice, control, early intervention, well-being, and co-production.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>30</p>
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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.

<p>Staff Type</p>	
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Service Manager	
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	1
Manual Handling	0
Safeguarding	0
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, stroke and TAI awareness, social services and wellbeing (Wales) act, infection control.
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
Deputy service manager	

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	1
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, stroke and TAI awareness, social services and wellbeing (Wales) act, infection control.
<p>Contractual arrangements for staff currently in post</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
Is the information about contractual arrangements correct?	Yes
<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	0
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
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	3
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	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	0
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication, stroke and TAI awareness, social services and wellbeing (Wales) act, infection control.
<p>Contractual arrangements for staff currently in post</p>	
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
Is the information about contractual arrangements correct?	Yes
<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)	3
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	2
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
Other social care workers providing direct care	

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	25
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	30
Health & Safety	30
Equality, Diversity & Human Rights	30
Manual Handling	30
Safeguarding	30
Dementia	30
Positive Behaviour Management	0
Food Hygiene	30
Please outline any additional training undertaken pertinent to this role which is not outlined above.	medication, stroke and TAI awareness, social services and wellbeing (Wales) act, infection control.
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	13
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	12
Is the information about contractual arrangements correct?	Yes
<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)	13
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	15
No. of staff working towards the required/recommended qualification	10
Is the information about staff qualifications correct?	Yes
<p>Other types of staff</p>	
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.	Admin role Responsible for coordinating staff schedules, ensuring effective communication between clients, staff, and management, and managing accurate records and documentation. They support daily operations by organising appointments, updating admin tasks, and promptly addressing inquiries, helping to maintain the seamless delivery of high-quality care services.
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	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual arrangements for staff currently in post	
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
Is the information about contractual arrangements correct?	Yes
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)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification	0
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes