

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:	Total Staffing Solutions Ltd	
The provider was registered on:	09/11/2021	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Total Staffing Solutions Ltd t/a TCS Homecare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	09/11/2021
	Responsible Individual(s)	Christopher Jones
	Manager(s)	
	Partnership Area	Cwm Taf Morgannwg
	Service Conditions	There are no conditions associated to this service
	Total Staffing Solutions Ltd t/a TCS Homecare	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	09/11/2021
	Responsible Individual(s)	Christopher Jones
	Manager(s)	Mathew Elliott
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	TCS Homecare robust policies and procedures particularly in reference to recruitment and selection policy, supervision and appraisals and quality assurance provides guidance, allows monitoring, and identifies any areas of training needs to all staff within the service. In turn this allows TCS to provide the appropriate support to each individual who uses the service. The training levels are also supported with a training matrix to allow timing for adequate updates.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Again using the robust policies and procedures mentioned above, this allows monitoring of staff performance, encouragement of morale within the team and maintains, supports and provides opportunity for staff growth and development in turn retains the staff within the service to allow appropriate staffing levels for service delivery. We also carry out quarterly benchmarking on existing competitors pay rates to allow a fair and equal pay to all our employees.

Service Profile

Service Details

Name of Service	Total Staffing Solutions Ltd t/a TCS Homecare
-----------------	---

Service Telephone Number	01685352787
What is/are the main language(s) through which your service is provided?	English Medium
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?	0
--	---

### 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

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?	n/a

### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

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

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)

1

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

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.

Sova level 3  
Medication  
First Aid

Contractual Arrangements	
No. of permanent staff	0
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
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?	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	2
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	2
Health & Safety	2
Equality, Diversity & Human Rights	2
Manual Handling	2
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.	Supervision and Appraisals for supervisors Medication Administration
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	1
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	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?	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?	No

## Service Profile

### Service Details

Name of Service	Total Staffing Solutions Ltd t/a TCS Homecare
Service Telephone Number	01685352788
What is/are the main language(s) through which your service is provided?	English Medium
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?	20
--	----

### Fees Charged

The minimum hourly rate payable during the last financial year?	19.05
The maximum hourly rate payable during the last financial year?	19.05

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?	We have a statement of purpose and service user guide to direct individuals to enquire and use the service. We also conduct a service review with any interested parties to provide information of levels of service and access to the real time monitoring system showing service delivery notes / time keeping / call duration etc.

## Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

## Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

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.

Arrangements are in place to support engagement with those involved with the service in line with current guidance and legislation.

The people who use the service and relatives and/or representatives, carers, advocates and any other shareholders where applicable are met with on a quarterly basis to review choices about care and support and summarised within their care delivery plan. Which is made available within the home care file along with real time messaging through the on call monitoring system

This allows the service to listen to them, enables them to make choices and their views on the opportunities available to them. Regular spot monitoring and telephone reviews ensure performance is measured against quality standards using the rights of voice, choice and control ensures the Service user are able to make the decisions on their delivery of care that affect their lives.

Staff engagement with those involved with the service is supported by ensuring staff training is current and up to date. Staff will also be involved with real time data, giving them clear and transparent access to the current service delivery review and report logs, preferences of the individual and any real time alerts to changes made from the customer choice.

<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>By ensuring the service users have access to the on call system 24hrs a day. This in turn gives the service user complete control over their care delivery. Regular reviews and continuous communication with the real time system allows current and up to date preferences and choice of any required changes to be met helping the individual to feel they have control of their own wellbeing. The continuity of care staff we strive to provide gives ensures the service user's ongoing health development and overall wellbeing is well known and any changes to the detriment of the service user are quickly identified, recorded and reported.</p> <p>the service to maintain health and well-being.</p> <ul style="list-style-type: none"> <li>· A summary of the views received from people who use the service about how</li> </ul> <p>happy and supported they feel in relation to their ongoing health, development</p> <p>and overall well-being. Views of their relatives and/or representatives, carers</p> <p>and advocates where applicable should also be summarised.</p> <ul style="list-style-type: none"> <li>· Effectiveness of the service in supporting people's independence, enabling</li> </ul> <p>them to have control over everyday life and where relevant participation in</p> <p>education / work, how risk is considered.</p> <ul style="list-style-type: none"> <li>· Evidence of the extent to which the rights of people who use the service are</li> </ul> <p>being met, such as people are supported to access healthcare and other</p> <p>services, etc.</p> <ul style="list-style-type: none"> <li>· Views of other relevant professionals, on the effectiveness of the service in</li> </ul> <p>ensuring people have access to health professionals, for example, dentistry,</p> <p>behaviour therapy, psychology, ophthalmology; and information is shared</p> <p>(where relevant)?</p> <ul style="list-style-type: none"> <li>· Effectiveness of staff to assist people who use the service to maintain health</li> </ul> <p>and well-being. This could also include data in relation to staffing levels, and</p> <p>numbers of staff receiving related training, outcomes arising from evaluating</p> <p>the effectiveness of related training, supervision and/or appraisal outcomes.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Support to staff and the service users giving awareness of safeguarding within the care sector and the signs to identify and report to the appropriate supporting management operating 24 hrs on call to protect themselves and others involved within the service.</p> <p>Real time reporting and location tracking ensures call's are not missed reducing the risk of neglect. Mood emoticons for staff to identify and record the service users emotional wellbeing. Secure and robust monitoring system to provide safe access to records and the property of the individual giving the service user peace of mind and a feel safe environment. Consent from the service user is sought to give real time access to family members, advocates etc to the on call monitoring system, allowing them to monitor the service delivery and receive alerts. From management level down to the care staff there is training provided to positively encourage and fully support service users to raise any concerns and access the complaints process. As part of quality assurance the complaints process forms an integral part of this to allow a what can we do better cultural attitude.</p>

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) 3

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 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. none

##### 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?	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
<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	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the Trainer in Moving and Handling / Medication / Basic first aid / end of life / safeguarding / personal and pressure care
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 social care worker	1
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
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
<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	2
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.	Infection Control, Principles of Person Centred Care, Role of the Home Carer, Home Care Fire Safety, Record Keeping, Effective Communication, Pressure Ulcer Prevention
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)	1
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
<div>Staff Qualifications</div>	
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
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<div>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.</div>	
<div>Filled and vacant posts</div>	
No. of staff in post	9
No. of posts vacant	3
<div> <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> </div>	
Induction	9
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	9
Positive Behaviour Management	9
Food Hygiene	9
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Infection Control, Principles of Person Centred Care, Role of the Home Carer, Home Care Fire Safety, Record Keeping, Effective Communication, Pressure Ulcer Prevention
<div>Contractual Arrangements</div>	
No. of permanent staff	0
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	9
<div>Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	9
No. of staff working towards the required/recommended qualification	0

Other types of staff	
Does your service structure include any additional role types other than those already listed?	No