

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:	W.O Care Limited		
The provider was registered on:	17/08/2023		
The following lists the provider conditions:	There are no imposed conditions associated to this provider		
The regulated services delivered by this provider were:	Hme Instead Bridgend		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	17/08/2023	
	Responsible Individual(s)	Carys Owen	
	Manager(s)	Karolina Morris	
	Partnership Area	Cwm Taf Morgannwg	
	Service Conditions	There are no conditions associated to this service	
	Hme Instead Bridgend		
	Service Type	Domiciliary Support Service	
	Type of Care	None	
	Approval Date	16/01/2024	
	Responsible Individual(s)	Carys Owen	
	Manager(s)	Karolina Morris	
	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	Care Professionals complete induction training programme day & mandatory e-learning on 'My Learning Cloud' to be completed before going out in community. They have regular touchpoints - support visits & supervisions - and are able to discuss training and if they feel like they have any gaps. The e-learning portal is reviewed to ensure that all Care Professionals are up to date with continuous learning throughout the year. Care Professionals are notified via email courses are due refreshers
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment is done online via Indeed & other aggregators, social media e.g Facebook & our local website. We attend local community recruitment events e.g. job fairs, pop up stands in local libraries etc. Robust recruitment process including phone screening, interview, enhanced DBS check & 4 references required. For retention - we offer a competitive rate of pay, flexible hours, EAP, retail and leisure discount scheme. Alongside regular touchpoints with the entire team in form of team meetings.

Service Profile

Service Details

Name of Service	Home Instead Bridgend
Service Telephone Number	01656 338810
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	The company is happy to support the Active Offer

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	17
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Fees Charged

The minimum hourly rate payable during the last financial year?	32
The maximum hourly rate payable during the last financial year?	34
If you wish to add further detail or comment regarding the scale of charges please do so below	Cost was £32 per hour Monday - Friday £34 per hour Weekends Prior to April 2024

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?	<p>All clients and/or clients families receive ongoing communications via phone call or email in which they are able to provide feedback. We offer a next day courtesy call to check initial conversations and requirements have been understood, a 14 day review and then ongoing quarterly Service Reviews and Quality Assurance discussions alternately, which can be done via phone or face to face depending on preference. However we do ensure face to face is the priority. Personal plans are then updated to reflect these conversations and ensure ongoing goals and outcomes are facilitated as this is the ultimate aim of the service.</p> <p>We also conduct an annual survey (PEAQ) - which is facilitated by an external provider - in which clients are encouraged to complete and they have the opportunity to anonymously provide feedback on the service and the company. The survey results and data are used to feed into continuous improvements and strategy.</p>

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.

Home Instead is devoted to providing the highest-quality care to people in the comfort of their own homes. Ensuring that client's needs are met and that there is a person-centered personal plan in place is key to the achievement of this objective. Home Instead uses the term Care Consultation rather than needs assessment.

We do this by: Providing clients with information in a medium which is accessible to them and meets their needs, to enable them to make informed decisions regarding the Home Instead service and which will support them in managing their affairs generally (personal care, benefits, housekeeping, social activities, companionship). Carrying out a Care Consultation (full needs assessment) to properly identify the client's needs and ensure that Home Instead is able to meet those needs with some desired outcomes.

Encouraging and supporting clients and people important to them to be involved in the development of a personalised personal plan which takes account of their values, beliefs, personal preferences, and interests.

Following the client visit the Service Agreement and Client Consent Form is signed, dated and copies provided to the client and placed in the client's file as evidence of consent to the Personal Plan.

During Care consultations all individuals are present and conversation is directed to them to tell us what they would like. They are consulted with what they would like us to do and all personal plans are put together with information they have told us.

We use a Care Professional matching system where we understand personality and likes & dislikes of clients and then use this information to match Care Professionals who may have similar hobbies which further improves the quality of the client's experience.

Personal plans are created and read by all care professionals attending the individual prior to attending.

All outcomes that were determined via the consultation are regularly reviewed and determined whether they maintain or are replaced with new outcomes. If this involves us putting in place additional arrangements to link with the community to improve or maintain independence and individuals quality of life then this is what we will do.

<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>Home Instead Bridgend actively takes part in regular touchpoints with clients such as next day courtesy call, 14 day service review, quarterly service reviews and quality assurance conversations. These all feed into the personal plan on an ongoing basis to make outcomes that directly reflect what the client requires from the care they have.</p> <p>Care professionals work to encourage clients to engage in tasks with us such as meal preparation making it an activity for all rather than a job just for the Care Professional.</p> <p>Daily notes and outcomes are evidenced on our electronic system.</p> <p>We hosted an annual anniversary and invited all clients and families/guardians which gave the opportunity for meeting and exchanging feedback between each other.</p> <p>We promote the use of local groups by signposting to clients and families to ensure that clients remain part of their community, particularly if it played a big part previously.</p> <p>The client and care professional matching system supports with development as it allows clients to pursue hobbies that they may have stopped doing.</p> <p>Our care professionals are similarly supported with regular 1-2-1 meetings, supervisions, support visits, RI visits where they have the opportunity to provide feedback and ask for support.</p> <p>During the interview process availability and preferences are checked and as employee benefits they have access to retail & leisure discount scheme as well as an EAP line which is anonymous should they wish to discuss any issues that they are experiencing.</p> <p>Care professionals are further provided with ongoing training and development with regular e-learning and a PDP in place and are encouraged to partake in courses should they wish.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Home Instead Bridgend ensures that all clients are supported and cared for with the highest quality by ensuring that a client's safety and welfare is at the forefront of everything we do as everyone has the right to feel safe and protected regardless of gender, age, ethnicity, disability, sexuality, marital status etc.</p> <p>We ensure that all clients and families are given our documentation and know the policy is available should they wish to view it.</p> <p>Clients are fully risk assessed prior to us attending their home and anything is noted on the personal plan for all care professionals to be made aware. We have an app used for care management which care professionals can easily flag any issues which will flag directly to the office if any concerns need to be dealt with.</p> <p>All staff complete mandatory Safeguarding training, alongside a Group A course on Social Care Wales.</p> <p>Staff are encouraged to download the Safeguarding for Wales app to always have pointers to hand and are required to read and acknowledge the Safeguarding policy and know where to locate it should they need to refer back to it at any time. Each team meeting Safeguarding is raised and discussed to keep it at the forefront of everyone's minds.</p> <p>Care professionals are introduced to new clients by a member of the office team or existing care professional who is known to the client to ensure that the client feels comfortable and safe when a new face visits their home to provide the service they are used to.</p> <p>We have a robust recruitment process where we commit to safe recruitment and ensure that all care professionals are interviewed by 2 members of the team, have valid enhanced DBS check and multiple references before commencing employment.</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)	2
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	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>	
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer courses - Catheter, Manual Handling, Compression Stockings
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?	No
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?	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	9
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	10
Health & Safety	10
Equality, Diversity & Human Rights	10
Manual Handling	10
Safeguarding	10
Dementia	10
Positive Behaviour Management	10
Food Hygiene	10
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication training Duty of Candour Parkinsons
<p>Contractual Arrangements</p>	
No. of permanent staff	9
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	7
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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.	Administrative Assistance - works on invoicing, payroll, social media, answering telephone and signposting
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0
No. of staff working toward required/recommended qualification	1

Service Profile

Service Details

Name of Service	Home Instead Bridgend
Service Telephone Number	01656338810
What is/are the main language(s) through which your service is provided?	English Medium
Other languages used in the provision of the service	happy to work towards active offer

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	2
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Fees Charged

The minimum hourly rate payable during the last financial year?	32
The maximum hourly rate payable during the last financial year?	34
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?	<p>All clients and/or clients families receive ongoing communications via phone call or email in which they are able to provide feedback. We offer a next day courtesy call to check initial conversations and requirements have been understood, a 14 day review and then ongoing quarterly Service Reviews and Quality Assurance discussions alternately, which can be done via phone or face to face depending on preference. However we do ensure face to face is the priority. Personal plans are then updated to reflect these conversations and ensure ongoing goals and outcomes are facilitated as this is the ultimate aim of the service.</p> <p>We also conduct an annual survey (PEAQ) - which is facilitated by an external provider - in which clients are encouraged to complete and they have the opportunity to anonymously provide feedback on the service and the company. The survey results and data are used to feed into continuous improvements and strategy.</p>

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

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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.

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We do this by: Providing clients with information in a medium which is accessible to them and meets their needs, to enable them to make informed decisions regarding the Home Instead service and which will support them in managing their affairs generally (personal care, benefits, housekeeping, social activities, companionship). Carrying out a Care Consultation (full needs assessment) to properly identify the client's needs and ensure that Home Instead is able to meet those needs with some desired outcomes.

Encouraging and supporting clients and people important to them to be involved in the development of a personalised personal plan which takes account of their values, beliefs, personal preferences, and interests.

Following the client visit the Service Agreement and Client Consent Form is signed, dated and copies provided to the client and placed in the client's file as evidence of consent to the Personal Plan.

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<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Home Instead Bridgend ensures that all clients are supported and cared for with the highest quality by ensuring that a client's safety and welfare is at the forefront of everything we do as everyone has the right to feel safe and protected regardless of gender, age, ethnicity, disability, sexuality, marital status etc.</p> <p>We ensure that all clients and families are given our documentation and know the policy is available should they wish to view it.</p> <p>Clients are fully risk assessed prior to us attending their home and anything is noted on the personal plan for all care professionals to be made aware. We have an app used for care management which care professionals can easily flag any issues which will flag directly to the office if any concerns need to be dealt with.</p> <p>All staff complete mandatory Safeguarding training, alongside a Group A course on Social Care Wales.</p> <p>Staff are encouraged to download the Safeguarding for Wales app to always have pointers to hand and are required to read and acknowledge the Safeguarding policy and know where to locate it should they need to refer back to it at any time. Each team meeting Safeguarding is raised and discussed to keep it at the forefront of everyone's minds.</p> <p>Care professionals are introduced to new clients by a member of the office team or existing care professional who is known to the client to ensure that the client feels comfortable and safe when a new face visits their home to provide the service they are used to.</p> <p>We have a robust recruitment process where we commit to safe recruitment and ensure that all care professionals are interviewed by 2 members of the team, have valid enhanced DBS check and multiple references before commencing employment.</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)	2
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type

Service Manager	
Does your service structure include roles of this type?	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>	
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Train the trainer - catheter care, manual handling, compression stockings
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
<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
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?	No
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?	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>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	3
<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	13
Health & Safety	13
Equality, Diversity & Human Rights	13
Manual Handling	13
Safeguarding	13
Dementia	13
Positive Behaviour Management	13
Food Hygiene	13
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Manual Handling Parkinsons Catheter care Medication
Contractual Arrangements	
No. of permanent staff	9
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	6
No. of part-time staff (16 hours or under per week)	3

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	5
No. of staff working towards the required/recommended qualification	4
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.	Administrative assistant - payroll, invoicing, social media, enquiries and signposting
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	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
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	0
No. of staff working toward required/recommended qualification	1

