

Please select the language(s) you want the Annual Return to be published in via the CIW website.

If you select 'Welsh' all free text questions will be displayed in Welsh only. The public will only be able to access the published Annual Return in Welsh.

If you select 'English' all free text questions will be displayed in English only. The public will only be able to access the published Annual Return in English.

If you select 'Both' all free text questions within the return will be displayed in both Welsh and English. You will be required to enter both the Welsh and English text into the corresponding answer box allowing the return to be published by CIW in both languages.

Note: You are able to change the language of publication at any point prior to submission.

In which language(s) do you want to publish the annual return?	English
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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:	3 Circles Care Limited	
The provider was registered on:	18/02/2019	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	3 Circles Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/02/2019
	Responsible Individual(s)	Mary Charlton
	Manager(s)	Rosalie Thomas
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service
	3 Circles Care Limited	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	18/02/2019
	Responsible Individual(s)	Mary Charlton
	Manager(s)	Rosalie Thomas
	Partnership Area	Powys
	Service Conditions	There are no conditions associated to this service

Provider Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the provider and answer all questions.

Provider Name	3 Circles Care Limited
Is the Provider Name correct?	Yes
Note: If the name of the provider has changed due to a change of legal entity, you must contact the CIW Registration Team immediately on 0300 7900 126 and select Option 1, when prompted to do so.	

Registered Company Number	11431793
Is the Registered Company Number correct?	Yes

Registered provider's primary address:	Morgans, Central Chambers, Lion Street, Abergavenny NP7 5P E
Is the registered provider's address correct?	Yes
Note: If the address of the organisation has changed due to a change of legal entity, please contact the Registration Team on 0300 7900 126 and select Option 1, when prompted to do so.	

The information displayed below details your service provider's contact details and preferred language of communication. Please check the information held by CIW is correct.

Please Note: If the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the organisation telephone number, email address and preferred language of communications correct?' and follow the onscreen instructions to update your provider profile.

Provider Telephone Number	01873269273
Provider Email Address	info@3circlescare.co.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of written communication (including emails and letters)	English
Preferred language of communication for telephone calls	English
Website address	www.3circlescare.co.uk
Are the provider telephone number, email address and preferred language of communications correct?	Yes

The following sets out a list of organisation officers associated with your organisation as registered with Companies House i.e. Directors, Trustees.

	Mary Charlton
Is the list of organisational officers correct?	Yes

The following sets out the conditions that CIW have imposed upon your registration. Imposed conditions are in addition to the standard conditions for example reduced capacity numbers.

The conditions imposed upon the service provider	There are no imposed conditions associated to this provider
Is the above information correct?	Yes

The following lists all regulated services the service provider is registered to provide

Name of Service	Town/City	Service Type
3 Circles Care Limited	Abergavenny	Domiciliary Support Service
3 Circles Care Limited	Abergavenny	Domiciliary Support Service

Is the list of regulated services correct?

Yes

Training and Workforce Planning

Information about training and workforce planning.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

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

Most of our training is done online. We can download a training matrix which gives us a list of staff who have completed all certificates and those who have certificates outstanding. We regularly review daily reports prepared by staff after visits and carry out spot checks. We arrange for additional training or shadowing as applicable if spot checks identify that staff members are not competent or confident in certain areas. We have added three new courses to our training system in the last year

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

Over the last 12 months we have run several job advertisements on Indeed. These were costly and did not yield very good results. We have reverted to advertising via social media and asking for referrals from current staff. If we recruit someone who has been introduced by a member of our own staff and the new recruit passes the recruitment/induction process and remains employed with the company for a minimum of 6 months then the person who has introduced them receives a monetary bonus.

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	3 Circles Care Limited
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	Morgans, Central Chambers, Lion Street, Abergavenny NP7 5PE
Additional addresses from which the service delivered from:	There are no additional addresses associated to this service

Service Telephone Number	01873269273
Do you consent to CIW publishing the service telephone number? By consenting this would make your telephone number visible to members of the public.	Yes
Service Contact Email Address	info@3circlescare.co.uk
Do you consent to CIW publishing this email address? By consenting this would make this email address visible to members of the public.	Yes
Website address	www.3circlescare.co.uk
What is/are the main language(s) through which your service is provided?	English Medium
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
Other languages used in the provision of the service	Basic Welsh (simple greetings/phrases only).
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Do you provide the Welsh language 'Active Offer'?	No
Are you working towards providing the Welsh language 'Active Offer'?	Yes
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

Key People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Mary Charlton
Are the Responsible Individuals correct?	Yes
List of service manager(s) for this regulated service	
Service Managers	Rosalie Thomas
Are the service managers correct?	Yes

Statement of Purpose

The following sets out the age range and service needs provided for as detailed in your Statement of Purpose. This information will not be included in the published annual return.	
The most recent Statement of Purpose was submitted to CIW on	28/05/2023
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	20
How many people were being provided care and support by the service as at 31 March?	20

Fees Charged

The minimum hourly rate payable during the last financial year?	25.50
The maximum hourly rate payable during the last financial year?	28.50
How many hours of care and support was provided in the last week of the financial year?	4194
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use the service	
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	2
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We carry out quarterly quality assurance surveys from which we produce a quarterly Quality Assurance report. We also carry out quarterly care reviews. The care review ensures that any changes which are needed to the care plans are made so that we are always providing the service in the way which best suits our service users' needs. The review process also gives our service users the opportunity to feedback to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement. Unfortunately, some of our service users find paperwork onerous, and a couple of them have asked not to be sent the quarterly QA review form. As they have freedom of choice we have no choice but to respect their wishes.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	Yes
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	

List 'Other' forms of non-verbal communication used

One of our service users is non-verbal. We use Air writing, a computer keyboard, text messaging and an alphabet card to communicate with him.

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.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [information Commissioner website](#).

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 are confident that all of our service users feel that they can communicate with us openly and honestly, that they feel they will be listened to and that their choices and preferences are prioritised.

Our quality objectives for 2024/2025 are:

- To follow the principles of the ISO Quality Management Cycle of Plan, Do, Check Act, Check;
- To be recognised as a trusted and reliable care provider;
- To seek the views of people that use our service and use the data gathered to produce a service improvement plan;
- To involve people as much as possible in key decisions on how to improve the service and the systems which underpin it;
- To ensure people's rights are protected and desired outcomes are being achieved;
- To seek the views of our staff to ensure they feel supported, that their professional development and personal well-being are nurtured, and to implement any suggestions made by them;
- To audit our internal procedures to ensure they meet the regulations and associated good practice guidance. Audit data will be analysed to identify themes and trends that indicate corrective action is needed;
- To audit the quality system to ensure it is fit for purpose; and
- To be a reliable and trusted employer.

We monitor performance on an informal and formal basis. Every day we informally seek the views of service users and staff in our daily interactions to ensure we are maintaining our high-quality expectations.

The formal method is sending out Quality Questionnaires to service users and wider stakeholders.

The informal method is encouraging our service users to speak with our staff about all aspects of the service, bad as well as good, and encouraging our staff to be open and honest with us about ways in which they think we could improve our service or become a better employer.

Regular care plan reviews are carried out; the majority of these are carried out by the RI, who has a very "hands on" approach to the business. This allows our service users to communicate directly with one of the people "in charge" and, I think, makes us unique in the industry. Our service users are always given the opportunity to discuss how their care and support is delivered, and by who. This is not limited to the time of the care review alone; our service users are aware that we are available to discuss any wishes or problems they may have at all times. "At all times" means that we are available to discuss matters "out of hours" if necessary.

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.	We want as many people as possible to be able to choose to stay in their own homes for as long as they possibly can, and we want all families to enjoy those special memorable moments safely in the knowledge their loved ones are in capable caring hands. We care passionately. We believe we have all the ingredients to enhance the quality of care by catering to the needs of individuals and their families to deliver an outstanding care service. We place a strong emphasis on providing the highest quality service possible for all our Service Users. We work on the basis that, no matter how good our present services are, there is always room for improvement. We are committed to continuous improvement and have established a formal quality management system that provides a framework for measuring and improving our performance. During our regular reviews, as well as noting any changes to the service users' physical and mental needs, we also ask for feedback on the standard of service provided and the service user's wishes and preferences to the staff who attend, the way in which tasks are carried out, and whether there is anything which we could do differently or better. In this way, the care provided is always changing and evolving to meet changes of need. All of our service users AND our staff know that they can speak to us in confidence about anything that is troubling them. We will always offer to physically visit a service user to discuss things in person rather than over the phone. The same is true of our staff. If they feel that there is something "not quite right" with a service user or another member of staff then they know that they can come to the office and speak to us. All staff are aware that we have a whistleblowing policy, and that anything which they say to us is treated in the strictest confidence and is acted upon in the best way possible.
The extent to which people feel safe and protected from abuse and neglect.	All of our staff undertake training in safeguarding, so they are aware of the types of abuse which can occur and the signs to look for. We actually start this process off at interview, as we ask interviewees to complete an interview questionnaire. One of the questions is: "Identify ways in which you can report safeguarding issues". We then talk them through the process, including what they should do if an accusation is made against both members of management. We know that by identifying risks, prevention efforts can be better targeted. We aim to provide person-centred support for all of our service users, which means that we encourage our service users to feel empowered enough to make their own decisions and choices and feel supported to manage risks. We have an open culture and strive to provide a genuinely person-centred approach to care underpinned by a zero tolerance policy towards abuse and neglect. This is reflected in our policies and procedures; copies of which are available to all staff and service users on request. We aim for consistency in our service; i.e. we try to send the same carer/carers to the same service users. The benefit of this is that our staff get to know our service users very well. Relationships are formed, and we hope that if a service user was being abused that he/she would feel able to confide in our staff. If not, our staff know our service users well enough that they should be easily able to identify signs of abuse such as personality changes, depression, weight loss and so on. If staff do not feel confident enough to broach the subject of abuse with the service user themselves, then staff are encouraged to inform management of their concerns. From there, a member of management (probably the RI, who is the "face" of the business) would visit the service user, ostensibly just for a review or a chat, but with the underlying purpose of trying to glean information and determine whether or not the service user was suffering from abuse. One of the key things which we instill in our staff from the initial interview is not to make promises that they cannot keep; i.e. if a service user says that they want to tell them something but that they must keep it a secret, they must not promise to do so without knowing what the "something" is. They must be open and honest, and must tell the service user that they may well have to tell management what the service user has told them in order to ensure the service user's safety.

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)

7

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.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	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.	Death, Dying and Bereavement Learning Difficulties Diabetes First Aid Supervisory Skills Fire awareness Basic emergency aid
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
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	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.	First Aid Diabetes Death, dying and Bereavement Supervisory Skills Learning Difficulties Fire awareness Medication
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
Is the breakdown of full and part time shown above correct?	Yes
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
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
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.	
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	

Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	5
No. of joiners (during the last financial year)	10
No. of leavers (during the last financial year)	8
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	10
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Death, dying and bereavement Diabetes Learning difficulties First aid Person Centered Care Fire Safety Medication Infection Prevention and Control
Contractual Arrangements	
No. of permanent staff	16
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)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	10
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	12
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.



I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Service Profile

Service Details

We want to ensure the information held by CIW on the legal register is accurate and up to date. Please check the following information about the service and answer all questions.

Name of Service	3 Circles Care Limited
Is the registered service name correct?	Yes

The information displayed below details your service's contact details, agreed consent and preferred language of communication. Please check the information held by CIW is correct.

PLEASE NOTE: if the information is incorrect you will be unable to edit this information directly here. Please answer 'No' to 'Are the service's contact details, agreed consent and preferred language of communication correct?' and follow the onscreen instructions to update your service profile.

Primary address from where the service is being delivered from is:	Morgans, Central Chambers, Lion Street, Abergavenny NP7 5P E
Additional addresses from which the service delivered from:	There are no additional addresses associated to this service
Service Telephone Number	01873269273
Do you consent to CIW publishing the service telephone number? By consenting this would make your telephone number visible to members of the public.	Yes
Service Contact Email Address	info@3circlescare.co.uk
Do you consent to CIW publishing this email address? By consenting this would make this email address visible to members of the public.	Yes
Website address	www.3circlescare.co.uk
What is/are the main language(s) through which your service is provided?	English Medium

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Other languages used in the provision of the service	Some basic Welsh words and phrases
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What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Do you provide the Welsh language 'Active Offer'?	No
Are you working towards providing the Welsh language 'Active Offer'?	Yes
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

Key People At The Service

List of the designated Responsible Individual(s) for this regulated service.	
Responsible Individual(s)	Mary Charlton
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service	
Service Managers	Rosalie Thomas
Are the service managers correct?	Yes

Statement of Purpose

The following sets out the age range and service needs provided for as detailed in your Statement of Purpose. This information will not be included in the published annual return.	
The most recent Statement of Purpose was submitted to CIW on	22/10/2018
Does CIW currently have your most up to date Statement of Purpose?	Yes

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	5
How many people were being provided care and support by the service as at 31 March?	5

Fees Charged

The minimum hourly rate payable during the last financial year?	25.50
The maximum hourly rate payable during the last financial year?	28.50
How many hours of care and support was provided in the last week of the financial year?	854
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Service complaints and arrangements for consulting people who use the service

Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	0
Total number of formal complaints made during the last financial year	1

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We carry out quarterly quality assurance surveys from which we produce a quarterly Quality Assurance report. We also carry out quarterly care reviews. The care review ensures that any changes which are needed to the care plans are made so that we are always providing the service in the way which best suits our service users' needs. The review process also gives our service users the opportunity to feedback to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement. Unfortunately, some of our service users find paperwork onerous, and a couple of them have asked not to be sent the quarterly QA review form. As they have freedom of choice we have no choice but to respect their wishes.
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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.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

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 are confident that all of our service users feel that they can communicate with us openly and honestly, that they feel they will be listened to and that their choices and preferences are prioritised.

Our quality objectives for 2024/2025 are:

- To follow the principles of the ISO Quality Management Cycle of Plan, Do, Check Act, Check;
- To be recognised as a trusted and reliable care provider;
- To seek the views of people that use our service and use the data gathered to produce a service improvement plan;
- To involve people as much as possible in key decisions on how to improve the service and the systems which underpin it;
- To ensure people's rights are protected and desired outcomes are being achieved;
- To seek the views of our staff to ensure they feel supported, that their professional development and personal well-being are nurtured, and to implement any suggestions made by them;
- To audit our internal procedures to ensure they meet the regulations and associated good practice guidance. Audit data will be analysed to identify themes and trends that indicate corrective action is needed;
- To audit the quality system to ensure it is fit for purpose; and
- To be a reliable and trusted employer.

We monitor performance on an informal and formal basis. Every day we informally seek the views of service users and staff in our daily interactions to ensure we are maintaining our high-quality expectations.

The formal method is sending out Quality Questionnaires to service users and wider stakeholders.

The informal method is encouraging our service users to speak with our staff about all aspects of the service, bad as well as good, and encouraging our staff to be open and honest with us about ways in which they think we could improve our service or become a better employer.

Regular care plan reviews are carried out; the majority of these are carried out by the RI, who has a very "hands on" approach to the business. This allows our service users to communicate directly with one of the people "in charge" and, I think, makes us unique in the industry. Our service users are always given the opportunity to discuss how their care and support is delivered, and by who. This is not limited to the time of the care review alone; our service users are aware that we are available to discuss any wishes or problems they may have at all times. "At all times" means that we are available to discuss matters "out of hours" if necessary.

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.	We want as many people as possible to be able to choose to stay in their own homes for as long as they possibly can, and we want all families to enjoy those special memorable moments safely in the knowledge their loved ones are in capable caring hands. We care passionately. We believe we have all the ingredients to enhance the quality of care by catering to the needs of individuals and their families to deliver an outstanding care service. We place a strong emphasis on providing the highest quality service possible for all our Service Users. We work on the basis that, no matter how good our present services are, there is always room for improvement. We are committed to continuous improvement and have established a formal quality management system that provides a framework for measuring and improving our performance. During our regular reviews, as well as noting any changes to the service users' physical and mental needs, we also ask for feedback on the standard of service provided and the service user's wishes and preferences to the staff who attend, the way in which tasks are carried out, and whether there is anything which we could do differently or better. In this way, the care provided is always changing and evolving to meet changes of need. All of our service users AND our staff know that they can speak to us in confidence about anything that is troubling them. We will always offer to physically visit a service user to discuss things in person rather than over the phone. The same is true of our staff. If they feel that there is something "not quite right" with a service user or another member of staff then they know that they can come to the office and speak to us. All staff are aware that we have a whistleblowing policy, and that anything which they say to us is treated in the strictest confidence and is acted upon in the best way possible.
The extent to which people feel safe and protected from abuse and neglect.	All of our staff undertake training in safeguarding, so they are aware of the types of abuse which can occur and the signs to look for. We actually start this process off at interview, as we ask interviewees to complete an interview questionnaire. One of the questions is: "Identify ways in which you can report safeguarding issues". We then talk them through the process, including what they should do if an accusation is made against both members of management. We know that by identifying risks, prevention efforts can be better targeted. We aim to provide person-centred support for all of our service users, which means that we encourage our service users to feel empowered enough to make their own decisions and choices and feel supported to manage risks. We have an open culture and strive to provide a genuinely person-centred approach to care underpinned by a zero tolerance policy towards abuse and neglect. This is reflected in our policies and procedures; copies of which are available to all staff and service users on request. We aim for consistency in our service; i.e. we try to send the same carer/carers to the same service users. The benefit of this is that our staff get to know our service users very well. Relationships are formed, and we hope that if a service user was being abused that he/she would feel able to confide in our staff. If not, our staff know our service users well enough that they should be easily able to identify signs of abuse such as personality changes, depression, weight loss and so on. If staff do not feel confident enough to broach the subject of abuse with the service user themselves, then staff are encouraged to inform management of their concerns. From there, a member of management (probably the RI, who is the "face" of the business) would visit the service user, ostensibly just for a review or a chat, but with the underlying purpose of trying to glean information and determine whether or not the service user was suffering from abuse. One of the key things which we instill in our staff from the initial interview is not to make promises that they cannot keep; i.e. if a service user says that they want to tell them something but that they must keep it a secret, they must not promise to do so without knowing what the "something" is. They must be open and honest, and must tell the service user that they may well have to tell management what the service user has told them in order to ensure the service user's safety.

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)

7

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.

Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the [Information Commissioner website](#).

Filled and vacant posts

No. of staff in post	1
No. of posts vacant	0
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	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.	Basic Emergency aid Death, dying and bereavement Person centered care Diabetes Medication Fire awareness Supervisory skills
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
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	
Filled and vacant posts	
No. of staff in post	1
No. of posts vacant	0
No. of joiners (during the last financial year)	0
No. of leavers (during the last financial year)	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	1

Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Medication Fire awareness Supervisory skills Infection control Learning disabilities Diabetes Basic emergency aid
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
Is the breakdown of full and part time shown above correct?	Yes
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
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
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.	
Please Note! When adding information to text fields, please ensure that you do not include any inflammatory language, personal data or information about individual people by which they can be identified, either by name or any other identifying factors. For guidance on what is personal data and identifying factors, please see the guidance on the Information Commissioner website.	

Filled and vacant posts	
No. of staff in post	16
No. of posts vacant	5
No. of joiners (during the last financial year)	10
No. of leavers (during the last financial year)	8
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	10
Health & Safety	15
Equality, Diversity & Human Rights	15
Manual Handling	15
Safeguarding	15
Dementia	15
Positive Behaviour Management	15
Food Hygiene	15
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Death, dying and bereavement Fire awareness Medication Person centered care Basic emergency aid Learning disabilities Diabetes Infection Control
Contractual Arrangements	
No. of permanent staff	16
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)	5
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	10
Is the breakdown of full and part time shown above correct?	Yes
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	12
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

In accordance with the Regulated Services (Annual Returns) (Wales) Regulations 2017 only the Responsible Individual designated for the Service can complete the Service Declaration. Where this is not possible, then another Responsible Individual within the Service Provider (or another organisational officer not designated as the RI) will need to indicate this fact within the Service Declaration for that Service. Online assistants are not permitted to complete the declarations.

If for any reason you are unable to complete the declaration section e.g. there are no Responsible Individuals or organisation officers associated to the service with the requisite permissions, please contact the support team on 0300 7900 126 and select Option 4, when prompted to do so

Please Note! The declaration for this service has been completed. You will be required to complete the declaration again if any details change within your Annual Return.

☒ I declare that I have read and agree with the information contained in this Annual Return relating to the service for which I have been designated as the Responsible Individual

Any Responsible Individual (or another organisational officer not designated as the RI) within the Service Provider is permitted to complete the Service Provider Declaration and Submit the completed Annual Return to CIW

Please Note! If you are an online assistant you are unable to complete the declaration section

☒ I declare the information provided within this Annual Return is true to the best of my knowledge.

Please Note! In completing this form, you agree that the publication of any information you provide in your responses is compliant with UK GDPR.

☒ I confirm the information I have provided does not include any inflammatory language, personal data, or information by which an individual can be identified. I understand the information provided will be published by CIW and I am satisfied that any information I have provided is compliant with UK GDPR for this purpose.

Submitted on	12/05/2024 13:18:00
Submitted by	heidi.charlton@hotmail.co.uk
Transaction Unique Reference Number	OTRAN-00324447-GSFP