

Disclaimer

IMPORTANT

This PDF provides an opportunity to review the content of your draft Annual Return before formal submission. The Annual Return is only deemed as submitted once the 'Declare and Submit' section of the webform has been completed and the return formally submitted.

Before You Start

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

Provider Profile

Provider Information to be published

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

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:

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	3 Circles Care Limited is registered to provide a domiciliary support service in Gwent regional partnership area The responsible individual for this service is Mary Heidi Charlton
	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	3 Circles Care Limited is registered to provide a domiciliary support service in Powys regional partnership area The responsible individual for this service is Mary Heidi Charlton	

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 5PE
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 Telephone Number	info@3circlescare.co.uk
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of communication for telephone calls	English
Preferred language of written communication (including emails and letters)	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
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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	<p>We use Redcrier, an online training provider for our staff training. From this, we download a training matrix which gives us an overview of staff who have completed all certificates and staff who have certificates outstanding.</p> <p>We regularly review the daily reports prepared by staff after service user visits and we also carry out spot checks. We arrange for additional training or shadowing as applicable if spot checks or reports identify a lack of competency or confidence in certain areas.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	Recruitment post COVID has proved very We currently have enough credit on Totaljobs for another 4 advertisements. However, advertising via Facebook, and asking for referrals from current staff have proved to be the best strategy. 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:	
Service Telephone Number	01873269273
Service Telephone Number	info@3circlescare.co.uk
Website address	www.3circlescare.co.uk
What is the main language through which the service is provided?	English
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes
<p>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.</p>	
Other languages used in the provision of the service	None

Key People At The Service

List of the designated Responsible Individual(s) for this regulated service.

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

Service Managers	Rosalie Thomas
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Are the service managers correct?	Yes
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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 average number of domiciliary hours currently provided by the service on a weekly basis is:	0 - 250
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The age range(s) of people supported by the service is:	18 and over
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The range of needs currently supported by the service is:	
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The most recent Statement of Purpose was submitted to CIW on	24/07/2024
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Does CIW currently have your most up to date Statement of Purpose?	Yes
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Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	27
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How many people were being provided care and support by the service as at 31 March?	20
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Fees Charged

The minimum hourly rate payable during the last financial year?	28.50
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The maximum hourly rate payable during the last financial year?	28.50
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How many hours of care and support was provided in the last week of the financial year?	236
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If you wish to add further detail or comment regarding the scale of charges please do so below	
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Complaints

Service complaints and arrangements for consulting people who use the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	2
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	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](#).

What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	<p>We carry out quarterly quality assurance surveys from which we produce a Quality Assurance report. We offer our service users the opportunity to receive a copy of this report if they so wish; sadly, most are not interested in this.</p> <p>We also carry out quarterly care reviews. The care reviews ensure that any changes which are needed to the care plans are made and they also give our service users the opportunity to feed back to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement. We encourage our service users to be open and honest with us with regard to any concerns they may have.</p> <p>We are a very small company, and the RI is generally the person who answers the telephone. This means that we provide a very personal service, and that complaints/concerns are dealt with from the top.</p>
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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	Yes
<p>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.</p>	
List 'Other' forms of non-verbal communication used	Air writing, a computer keyboard, alphabet cards, and mobile phone keypads.

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.

Quality Objectives 2024/2025:

- 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 this data to produce a service improvement plan.
- Involve people as much as possible in key decisions on how to improve the service and the systems that 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 and that their professional development and personal well-being are nurtured.
- 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.
- 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, staff 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 speak with us.

We carry out a staff survey. This allows our staff to tell us the things which they most and least like about working for the company. We ask their opinion on how things could be improved. Most (not all) staff are happy to participate in this. In addition to this, the RI sees all of the staff on a regular basis, as they collect PPE from her at home. This gives them the opportunity to discuss any grievances or concerns on an informal basis.

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 whom. 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.

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 believe that as many people as possible should 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 safe 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 do not tolerate slapdash or shoddy work.

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.

We are a small company. All of our service users are aware that the RI takes a very "hands-on" approach to the business, and is always available to discuss any concerns or complaints which they may have. Strong relationships have been formed between the RI and most of our Service Users, who thus feel that their views and concerns will be listened to and acted upon.

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

We raise the subject of safeguarding very early in the relationship with our staff. It is discussed at interview stage, and is then underpinned by the training which our staff undertake. 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 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. It is also reflected in the fact that the RI will not hesitate to make a referral to the appropriate Adult Safeguarding Team if she feels that one of her own staff is guilty of abuse or neglect.

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 can easily 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.

Abuse is a sensitive subject, and victims are often reluctant to admit that it is happening, particularly if it is being carried out by a family member or someone with whom they have a strong bond. We hope that, given our small size and open culture anyone suffering from abuse will feel comfortable enough to confide in us and let us help.

Most importantly, we are all aware that we must never make promises which we cannot keep.

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

2

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	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.	Time management Death, Dying & Bereavement Basic Emergency Aid Infection Prevention & Control Diabetes Safe Handling of Medicines Person centered Care Fires Safety Learning disabilities Supervisory Skills

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>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.</p>	
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
<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.	<ul style="list-style-type: none"> Basic Emergency Aid Infection Prevention and Control Diabetes Safe Handling of Medicines Person Centered Care Death, Dying & Bereavement Fire Safety Supervisory Skills
Contractual arrangements for staff currently in post	
No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
Is the information about staff qualifications correct?	Yes
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.	
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	10
No. of joiners (during the last financial year)	7
No. of leavers (during the last financial year)	9
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16
Safeguarding	16
Dementia	16

Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Emergency Aid Death, dying & bereavement Diabetes Fire Awareness Infection Prevention & Control Learning Disabilities Person Centered Care Safe Handling of Medicines
Contractual arrangements for staff currently in post	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
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	10
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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 5PE
Additional addresses from which the service delivered from:	
Service Telephone Number	01873269273
Service Telephone Number	info@3circlescare.co.uk
Website address	www.3circlescare.co.uk
What is the main language through which the service is provided?	English
Are the service's address, contact details, agreed consent and preferred language of communication correct?	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](#).

Other languages used in the provision of the service	None
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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 average number of domiciliary hours currently provided by the service on a weekly basis is:	0 - 250
The age range(s) of people supported by the service is:	18 and over
The range of needs currently supported by the service is:	
The most recent Statement of Purpose was submitted to CIW on	24/07/2024
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?	29
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?	28.50
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?	869
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

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	3
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	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](#).

<p>What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?</p>	<p>We carry out quarterly quality assurance surveys from which we produce a Quality Assurance report. We offer our service users the opportunity to receive a copy of this report if they so wish; sadly, most are not interested in this.</p> <p>We also carry out quarterly care reviews. The care reviews ensure that any changes which are needed to the care plans are made and they also give our service users the opportunity to feed back to us with regard to the standard of service, attitude of staff, professionalism, competence and areas of our service which they feel need improvement. We encourage our service users to be open and honest with us with regard to any concerns they may have.</p> <p>We are a very small company, and the RI is generally the person who answers the telephone. This means that we provide a very personal service, and that complaints/concerns are dealt with from the top.</p>
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Communicating with people who use the service

<p>Identify any non-verbal communication methods used in the provision of the service</p>	
<p>Picture Exchange Communication System (PECS)</p>	<p>No</p>
<p>Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)</p>	<p>No</p>
<p>Makaton</p>	<p>No</p>
<p>British Sign Language (BSL)</p>	<p>No</p>
<p>Other</p>	<p>Yes</p>
<p>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.</p>	
<p>List 'Other' forms of non-verbal communication used</p>	<p>Air writing, a computer keyboard and an alphabet card</p>

Statement of Compliance

<p>The Responsible Individual must prepare the statement of compliance.</p> <p>CIW have published guidance on completing the quality of care review which provides advice on what could be contained within the statement of compliance.</p> <p>Set out your statement of compliance in respect to the four well-being areas below.</p>
<p>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.</p>

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Quality Objectives 2024/2025:

- 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 this data to produce a service improvement plan.
- Involve people as much as possible in key decisions on how to improve the service and the systems that 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 and that their professional development and personal well-being are nurtured.
- 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.
- 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, staff 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 speak with us.

We carry out a staff survey. This allows our staff to tell us the things which they most and least like about working for the company. We ask their opinion on how things could be improved. Most (not all) staff are happy to participate in this. In addition to this, the RI sees all of the staff on a regular basis, as they collect PPE from her at home. This gives them the opportunity to discuss any grievances or concerns on an informal basis.

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 whom. 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.

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 believe that as many people as possible should 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 safe 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 do not tolerate slapdash or shoddy work.

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.

We are a small company. All of our service users are aware that the RI takes a very "hands-on" approach to the business, and is always available to discuss any concerns or complaints which they may have. Strong relationships have been formed between the RI and most of our Service Users, who thus feel that their views and concerns will be listened to and acted upon.

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

We raise the subject of safeguarding very early in the relationship with our staff. It is discussed at interview stage, and is then underpinned by the training which our staff undertake. 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 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. It is also reflected in the fact that the RI will not hesitate to make a referral to the appropriate Adult Safeguarding Team if she feels that one of her own staff is guilty of abuse or neglect.

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 can easily 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.

Abuse is a sensitive subject, and victims are often reluctant to admit that it is happening, particularly if it is being carried out by a family member or someone with whom they have a strong bond. We hope that, given our small size and open culture anyone suffering from abuse will feel comfortable enough to confide in us and let us help.

Most importantly, we are all aware that we must never make promises which we cannot keep.

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

2

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.	Time management Death, Dying & Bereavement Basic Emergency Aid Infection Prevention & Control Diabetes Safe Handling of Medicines Person centered Care Fires Safety Learning disabilities Supervisory Skills

Contractual arrangements for staff currently in post

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
Is the information about staff qualifications correct?	Yes

Deputy service manager	
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Does your service structure include roles of this type?	Yes
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Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

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 & Bereavement Basic Emergency Aid Infection Prevention & Control Diabetes Safe Handling of Medicines Person centered Care Fires Safety Learning disabilities Supervisory Skills
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Contractual arrangements for staff currently in post
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No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
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
Is the information about staff qualifications correct?	Yes
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.	
<p>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.</p>	
Filled and vacant posts	
No. of staff in post	12
No. of posts vacant	10
No. of joiners (during the last financial year)	7
No. of leavers (during the last financial year)	9
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	16
Health & Safety	16
Equality, Diversity & Human Rights	16
Manual Handling	16

Safeguarding	16
Dementia	16
Positive Behaviour Management	16
Food Hygiene	16
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Basic Emergency Aid Death, dying & bereavement Diabetes Fire Awareness Infection Prevention & Control Learning Disabilities Person Centered Care Safe Handling of Medicines
Contractual arrangements for staff currently in post	
No. of permanent staff	12
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
Outline below the number of permanent and fixed term contact staff by hours worked per week.	
No. of full-time staff (35 hours or more per week)	0
No. of part-time staff (17-34 hours per week)	11
No. of part-time staff (16 hours or under per week)	1
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	10
No. of staff working towards the required/recommended qualification	2
Is the information about staff qualifications correct?	Yes
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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

Disclaimer

IMPORTANT

This PDF provides an opportunity to review the content of your draft Annual Return before formal submission. The Annual Return is only deemed as submitted once the 'Declare and Submit' section of the webform has been completed and the return formally submitted.