

Annual Return 2024/2025

Provider Profile

Provider Information to be published

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

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

Provider name:	Care Quality Services Limited
The provider was registered on:	23/01/2019

The regulated services delivered by this provider were:

Care Quality Services Ltd - Gwent	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2019
Responsible Individual(s)	
Manager(s)	Lyndsey Michael
Partnership Area	Gwent
Service Address	Room 133/134 Innovation Centre,, Festival Drive,, Ebbw Vale NP23 8XA

Care Quality Services Ltd - Barry	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2019
Responsible Individual(s)	
Manager(s)	Nicola Clarke-Squires
Partnership Area	Cardiff and Vale
Service Address	Unit 10 Engine Room Innovation Quarter, Hood Road, Barry CF62 5QL

Care Quality Services Ltd - North Wales	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/01/2019
Responsible Individual(s)	
Manager(s)	Thelma Parry
Partnership Area	North Wales
Service Address	Allied Health-services, 1st Floor, Unit 6, Ash Court, Parc Menai Business Park, Bangor LL57 4DF

Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	The integration of training criteria with the (AWIF) within our induction program facilitates the verification that all training requirements are satisfied according to established standards. This process has prompted a revision of our company methodology to optimize staff training time and maximize developmental outcomes. The training approach encompasses eLearning, classroom-based competency assessments, community-based competency checks. Managerial supervision of personal development And PDP
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	A centralized team improved recruitment by enhancing networking, implementing external advertisements on job boards, holding local events, This process includes initial digital application screening, vetting, and telephone interviews, resulting in streamlining the application, This reduced the time from interview to onboarding. RLW was implemented, and staff well-being is prioritized through a dedicated application and monthly appreciation initiatives.

Service Profile

Service Details

Name of Service	Care Quality Services Ltd - Gwent
Service Telephone Number	01495300155
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	60
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.51
The maximum hourly rate payable during the last financial year?	25.51
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes

<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>Every individual participates in an initial care planning meeting. The Care Plan is reviewed quarterly to ensure that all aspects of care provided are specific to their individual needs and preferences. Where appropriate, the individual's support networks are included in this process. The Registered Individual (RI) conducts quarterly Regulation 73 visits to complete specific questionnaires, ensuring that voices and views are heard. Reports from direct contact with individuals provide additional feedback to the setting. Quality assurance touchpoints are completed quarterly with key quantifiable data to direct improvements or potential focus areas. Internal audits are completed on a quarterly basis, and these touchpoints are included in action plans as required. The organization is focused on individuals remaining in their own homes or current places of residence for as long as possible, balanced with offering the least restrictive option to meet their needs.</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>No</p>

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Our care provision centers on person-centered care planning, actively involving individuals in shaping their care journey based on their goals and preferences. Care plans are thoroughly reviewed every three months to assess achieved outcomes and ensure ongoing relevance and effectiveness. Recognizing the importance of a holistic support system, the individual's broader circle of support, which may include family members, friends, and other significant individuals, is actively integrated into the care planning and review process whenever appropriate and with the individual's consent. This collaborative approach ensures that a wider perspective is considered, fostering a more supportive and cohesive care environment. Our commitment to quality is further underscored by quarterly quality assurance touchpoints. These involve the systematic collection and analysis of key data points, which are then utilized to identify areas for potential improvement and to proactively guide the organization's focus towards enhancing the quality of care delivery. In addition to these internal mechanisms, we employ internal audits and the Regulation 73 report as valuable tools for engaging directly with individuals receiving care. These direct interactions provide an additional avenue for feedback, offering rich qualitative data that further informs our understanding of their experiences and needs. The insights gained from these various touchpoints are subsequently and systematically incorporated into actionable improvement plans. Our overarching organizational commitment is to empower individuals to remain in the familiar comfort and security of their own homes for as long as it is safely and practically feasible. To actively solicit and value the perspectives of those we serve, quarterly voice of the customer reviews are diligently carried out. These reviews provide a structured platform for gathering comprehensive feedback on individuals' experiences. The branch fosters open communication and trust through a transparent open-door policy and high management visibility, ensuring easy access to support and information. Individuals are comprehensively informed about the complaints policy and any concerns are addressed promptly to ensure continuous improvement. The organization prioritizes transparency by providing secure online access to up-to-date care visit information for individuals, families, and partners.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>In domiciliary care settings, we endeavor to empower individuals to manage their healthcare requirements independently whenever feasible. This entails providing necessary assistance, including scheduling appointments and liaising with relevant healthcare professionals. Our Cera Tech systems employ algorithms to detect specific keywords indicative of declining health and well-being, which are subsequently addressed at the branch level to ensure timely action is taken. Meticulous communication and record-keeping at the care setting are paramount for the long-term health management of each individual. The implementation of this system has demonstrably reduced the rate of hospitalizations. When requests are made for support with appointment attendance, we facilitate this where practicable, ensuring the individual maintains primary responsibility while sharing the overall accountability.</p>

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

The safety and well-being of those under our care constitute our primary imperative. Mandatory annual safeguarding training is provided to all personnel, enabling them to discern indicators of mistreatment and recognize susceptibilities. Staff members receive instruction in established safeguarding protocols and are cognizant of the requisite procedures for managing observed or reported apprehensions. A robust policy and procedure provide staff with a clear framework for action when required. We have also developed an internal system for recording incidents, accidents, safeguarding, and whistleblowing concerns. This system allows for clear monitoring of all recorded events, including prompts to ensure timely regulatory notifications and other alerts. During review meetings, we prioritize the individual's sense of safety and ensure they know how to raise concerns and communicate effectively with our services. We operate with openness and transparency with all involved parties, maintaining a mindset of continuous improvement.

A comprehensive policy and procedure establishes a distinct framework for staff action when necessary. An internal system has been developed for documenting incidents, accidents, safeguarding, and whistleblowing concerns. This system facilitates meticulous monitoring of all recorded occurrences, incorporating prompts to guarantee prompt regulatory notifications and other alerts. During review meetings, particular attention is given to the individual's sense of security, with assurance provided regarding their understanding of procedures for raising concerns and effectively communicating with services. Operations adhere to principles of openness and transparency with all stakeholders, fostering a culture of continuous improvement.

Themed office supervisions keep safeguarding at the forefront of staff awareness. Quarterly team meetings offer a platform for discussing relevant topics and scenario-based learning. We strive for continuity of care by utilizing small, dedicated teams in specific locations to build trust. High visibility of the office team is crucial for maintaining open communication channels with individuals. Business continuity plans are tailored to individual vulnerabilities. The Quality team has oversight of all safeguarding matters, conducts thorough reviews, and prioritizes improvements based on lessons learned from incidents.

The total number of full time equivalent posts at the service (as at 31 March)	16
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role- Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment Transcribing Medication Refresher (DC)

Contractual arrangements for staff currently in post

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	3
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment
<div style="border: 1px solid green; padding: 2px;">Contractual arrangements for staff currently in post</div>	
No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	2
No. of part-time staff (16 hours or under per week)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	2
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
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.

Filled and vacant posts

No. of staff in post	25
No. of posts vacant	1

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	22
Health & Safety	22
Equality, Diversity & Human Rights	22
Manual Handling	22
Safeguarding	22
Dementia	22
Positive Behaviour Management	22
Food Hygiene	22

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fostering Diversity Inclusion and Belonging
 Fire Safety
 Health and Safety
 Fluids and Nutrition
 Understanding Autism
 Oral Health
 Mental Capacity Act & DoLS
 Privacy & Dignity
 Safeguarding Children
 Understanding your Role
 Mental Health Awareness
 Managing Stress
 Working in a Person Centred Way
 Dementia Care
 Understanding Learning Disabilities
 Positive Behaviour Support & Aggression Management
 GDPR Cera
 Safeguarding Adults
 Infection Prevention & Control
 SCW - Code of Professional Practice for Social Care
 SCW - The Importance of the Welsh Language, Culture & Identity
 SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014
 SCW - Workers Beliefs, Values & Own Experiences
 Effecting Others
 Think if it's Pink Pressure Area Care
 Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment
 A New Carer Induction Wales
 Annual Refresher Training Wales
 Communication in H&SC

Contractual arrangements for staff currently in post

No. of permanent staff	2
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	23
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	16
No. of staff working towards the required/recommended qualification	9
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
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Service Profile

Service Details

Name of Service	Care Quality Services Ltd - Barry
Service Telephone Number	01446747777
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	120
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Fees Charged

The minimum hourly rate payable during the last financial year?	24.74
The maximum hourly rate payable during the last financial year?	30.51
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0

Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	3
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Every individual participates in an initial care planning meeting. The Care Plan is reviewed quarterly to ensure that all aspects of care provided are specific to their individual needs and preferences. Where appropriate, the individual's support networks are included in this process. The Registered Individual (RI) conducts quarterly Regulation 73 visits to complete specific questionnaires, ensuring that voices and views are heard. Reports from direct contact with individuals provide additional feedback to the setting. Quality assurance touchpoints are completed quarterly with key quantifiable data to direct improvements or potential focus areas. Internal audits are completed on a quarterly basis, and these touchpoints are included in action plans as required. The organization is focused on individuals remaining in their own homes or current places of residence for as long as possible, balanced with offering the least restrictive option to meet their needs.

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.

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Our care provision centers on person-centered care planning, actively involving individuals in shaping their care journey based on their goals and preferences. Care plans are thoroughly reviewed every three months to assess achieved outcomes and ensure ongoing relevance and effectiveness. Recognizing the importance of a holistic support system, the individual's broader circle of support, which may include family members, friends, and other significant individuals, is actively integrated into the care planning and review process whenever appropriate and with the individual's consent. This collaborative approach ensures that a wider perspective is considered, fostering a more supportive and cohesive care environment. Our commitment to quality is further underscored by quarterly quality assurance touchpoints. These involve the systematic collection and analysis of key data points, which are then utilized to identify areas for potential improvement and to proactively guide the organization's focus towards enhancing the quality of care delivery. In addition to these internal mechanisms, we employ internal audits and the Regulation 73 report as valuable tools for engaging directly with individuals receiving care. These direct interactions provide an additional avenue for feedback, offering rich qualitative data that further informs our understanding of their experiences and needs. The insights gained from these various touchpoints are subsequently and systematically incorporated into actionable improvement plans. Our overarching organizational commitment is to empower individuals to remain in the familiar comfort and security of their own homes for as long as it is safely and practically feasible. To actively solicit and value the perspectives of those we serve, quarterly voice of the customer reviews are diligently carried out. These reviews provide a structured platform for gathering comprehensive feedback on individuals' experiences. The branch fosters open communication and trust through a transparent open-door policy and high management visibility, ensuring easy access to support and information. Individuals are comprehensively informed about the complaints policy and any concerns are addressed promptly to ensure continuous improvement. The organization prioritizes transparency by providing secure online access to up-to-date care visit information for individuals, families, and partners.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>In domiciliary care settings, we endeavor to empower individuals to manage their healthcare requirements independently whenever feasible. This entails providing necessary assistance, including scheduling appointments and liaising with relevant healthcare professionals. Our Cera Tech systems employ algorithms to detect specific keywords indicative of declining health and well-being, which are subsequently addressed at the branch level to ensure timely action is taken. Meticulous communication and record-keeping at the care setting are paramount for the long-term health management of each individual. The implementation of this system has demonstrably reduced the rate of hospitalizations. When requests are made for support with appointment attendance, we facilitate this where practicable, ensuring the individual maintains primary responsibility while sharing the overall accountability.</p>

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

The safety and well-being of those under our care constitute our primary imperative. Mandatory annual safeguarding training is provided to all personnel, enabling them to discern indicators of mistreatment and recognize susceptibilities. Staff members receive instruction in established safeguarding protocols and are cognizant of the requisite procedures for managing observed or reported apprehensions. A robust policy and procedure provide staff with a clear framework for action when required. We have also developed an internal system for recording incidents, accidents, safeguarding, and whistleblowing concerns. This system allows for clear monitoring of all recorded events, including prompts to ensure timely regulatory notifications and other alerts. During review meetings, we prioritize the individual's sense of safety and ensure they know how to raise concerns and communicate effectively with our services. We operate with openness and transparency with all involved parties, maintaining a mindset of continuous improvement.

A comprehensive policy and procedure establishes a distinct framework for staff action when necessary. An internal system has been developed for documenting incidents, accidents, safeguarding, and whistleblowing concerns. This system facilitates meticulous monitoring of all recorded occurrences, incorporating prompts to guarantee prompt regulatory notifications and other alerts. During review meetings, particular attention is given to the individual's sense of security, with assurance provided regarding their understanding of procedures for raising concerns and effectively communicating with services. Operations adhere to principles of openness and transparency with all stakeholders, fostering a culture of continuous improvement.

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The total number of full time equivalent posts at the service (as at 31 March)	62
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	1
	No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role- Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment Transcribing Medication Refresher (DC)</p>

Contractual arrangements for staff currently in post

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

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	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?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	5
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	1
Health & Safety	4
Equality, Diversity & Human Rights	4
Manual Handling	4
Safeguarding	4
Dementia	4
Positive Behaviour Management	4
Food Hygiene	1

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment
Contractual arrangements for staff currently in post	
No. of permanent staff	5
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)	4
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	0
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	4
No. of staff working towards the required/recommended qualification	1
Is the information about staff qualifications correct?	Yes
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.

Filled and vacant posts

No. of staff in post	62
No. of posts vacant	2

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	27
Health & Safety	60
Equality, Diversity & Human Rights	60
Manual Handling	60
Safeguarding	60
Dementia	60
Positive Behaviour Management	60
Food Hygiene	60
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC

Contractual arrangements for staff currently in post

No. of permanent staff	19
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	43
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)	19
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	48
No. of staff working towards the required/recommended qualification	1
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
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Service Profile

Service Details

Name of Service	Care Quality Services Ltd - North Wales
Service Telephone Number	01248674925
What is the main language through which the service is provided?	Both
Other languages used in the provision of the service	Welsh is the primary language used at the service

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	66
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Fees Charged

The minimum hourly rate payable during the last financial year?	21.97
The maximum hourly rate payable during the last financial year?	22.38
If you wish to add further detail or comment regarding the scale of charges please do so below	

Complaints

Total number of formal complaints made during the last financial year	0
Number of active complaints outstanding	0

Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	0
Is the information about complaints correct?	Yes
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	Regularly scheduled inter-service location gatherings feature recreational activities such as Bingo, karaoke, buffet lunches, and a formal Christmas luncheon. Key worker sessions, comprehensive care plan reviews, and rigorous quality assurance audits are conducted quarterly, employing accessible document formats where appropriate. An annual stakeholder survey is administered to collect comprehensive feedback on all facets of support provision.

Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service	
Picture Exchange Communication System (PECS)	Yes
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Similar to PECS completed by SALT for 1 customer with familiar places/shops etc

Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

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

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

<p>The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.</p>	<p>Our care provision centers on person-centered care planning, actively involving individuals in shaping their care journey based on their goals and preferences. Care plans are thoroughly reviewed every three months to assess achieved outcomes and ensure ongoing relevance and effectiveness. Recognizing the importance of a holistic support system, the individual's broader circle of support, which may include family members, friends, and other significant individuals, is actively integrated into the care planning and review process whenever appropriate and with the individual's consent. This collaborative approach ensures that a wider perspective is considered, fostering a more supportive and cohesive care environment. Our commitment to quality is further underscored by quarterly quality assurance touchpoints. These involve the systematic collection and analysis of key data points, which are then utilized to identify areas for potential improvement and to proactively guide the organization's focus towards enhancing the quality of care delivery. In addition to these internal mechanisms, we employ internal audits and the Regulation 73 report as valuable tools for engaging directly with individuals receiving care. These direct interactions provide an additional avenue for feedback, offering rich qualitative data that further informs our understanding of their experiences and needs. The insights gained from these various touchpoints are subsequently and systematically incorporated into actionable improvement plans. Our overarching organizational commitment is to empower individuals to remain in the familiar comfort and security of their own homes for as long as it is safely and practically feasible. To actively solicit and value the perspectives of those we serve, quarterly voice of the customer reviews are diligently carried out. These reviews provide a structured platform for gathering comprehensive feedback on individuals' experiences. The branch fosters open communication and trust through a transparent open-door policy and high management visibility, ensuring easy access to support and information. Individuals are comprehensively informed about the complaints policy and any concerns are addressed promptly to ensure continuous improvement. The organization prioritizes transparency by providing secure online access to up-to-date care visit information for individuals, families, and partners.</p>
<p>The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.</p>	<p>We endeavor to empower individuals to manage their healthcare requirements independently whenever feasible. This entails providing necessary assistance, including scheduling appointments and liaising with relevant healthcare professionals. Our Cera Tech systems employ algorithms to detect specific keywords indicative of declining health and wellbeing, which are subsequently addressed at the branch level to ensure timely action is taken. Meticulous communication and record-keeping at the care setting are paramount for the long-term health management of each individual. The implementation of this system has demonstrably reduced the rate of hospitalizations. When requests are made for support with appointment attendance, we facilitate this where practicable, ensuring the individual maintains primary responsibility while sharing the overall accountability.</p>

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

The safety and well-being of those under our care constitute our primary imperative. Mandatory annual safeguarding training is provided to all personnel, enabling them to discern indicators of mistreatment and recognize susceptibilities. Staff members receive instruction in established safeguarding protocols and are cognizant of the requisite procedures for managing observed or reported apprehensions. A robust policy and procedure provide staff with a clear framework for action when required. We have also developed an internal system for recording incidents, accidents, safeguarding, and whistleblowing concerns. This system allows for clear monitoring of all recorded events, including prompts to ensure timely regulatory notifications and other alerts. During review meetings, we prioritize the individual's sense of safety and ensure they know how to raise concerns and communicate effectively with our services. We operate with openness and transparency with all involved parties, maintaining a mindset of continuous improvement.

A comprehensive policy and procedure establishes a distinct framework for staff action when necessary. An internal system has been developed for documenting incidents, accidents, safeguarding, and whistleblowing concerns. This system facilitates meticulous monitoring of all recorded occurrences, incorporating prompts to guarantee prompt regulatory notifications and other alerts. During review meetings, particular attention is given to the individual's sense of security, with assurance provided regarding their understanding of procedures for raising concerns and effectively communicating with services. Operations adhere to principles of openness and transparency with all stakeholders, fostering a culture of continuous improvement.

Themed office supervisions keep safeguarding at the forefront of staff awareness. Quarterly team meetings offer a platform for discussing relevant topics and scenario-based learning. We strive for continuity of care by utilizing small, dedicated teams in specific locations to build trust. High visibility of the office team is crucial for maintaining open communication channels with individuals. Business continuity plans are tailored to individual vulnerabilities. The Quality team has oversight of all safeguarding matters, conducts thorough reviews, and prioritizes improvements based on lessons learned from incidents.

The total number of full time equivalent posts at the service (as at 31 March)	151
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The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

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

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	3
	No. of posts vacant	0

Training undertaken during the last financial year for this role type.

Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.

Induction	0
Health & Safety	3
Equality, Diversity & Human Rights	3
Manual Handling	3
Safeguarding	3
Dementia	3
Positive Behaviour Management	3
Food Hygiene	3
Please outline any additional training undertaken pertinent to this role which is not outlined above.	<p>Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role- Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment Transcribing Medication Refresher (DC)</p>

Contractual arrangements for staff currently in post

No. of permanent staff	3
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0
Is the information about contractual arrangements correct?	Yes

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

No. of full-time staff (35 hours or more per week)	3
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	1
Is the information about staff qualifications correct?	Yes
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	Yes
Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
Filled and vacant posts	
No. of staff in post	6
No. of posts vacant	0
Training undertaken during the last financial year for this role type. Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
Induction	0
Health & Safety	6
Equality, Diversity & Human Rights	6
Manual Handling	6
Safeguarding	6
Dementia	6
Positive Behaviour Management	6
Food Hygiene	6

Please outline any additional training undertaken pertinent to this role which is not outlined above.	Fostering Diversity Inclusion and Belonging Fire Safety Health and Safety Fluids and Nutrition Understanding Autism Oral Health Mental Capacity Act & DoLS Privacy & Dignity Safeguarding Children Understanding your Role Mental Health Awareness Managing Stress Working in a Person Centred Way Dementia Care Understanding Learning Disabilities Positive Behaviour Support & Aggression Management GDPR Cera Safeguarding Adults Infection Prevention & Control SCW - Code of Professional Practice for Social Care SCW - The Importance of the Welsh Language, Culture & Identity SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014 SCW - Workers Beliefs, Values & Own Experiences Effecting Others Think if it's Pink Pressure Area Care Transcribing Medication (DC) A New Carer Induction Wales Annual Refresher Training Wales Communication in H&SC Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment
<div style="border: 1px solid green; padding: 2px;">Contractual arrangements for staff currently in post</div>	
No. of permanent staff	6
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
<div style="border: 1px solid green; padding: 2px;">Outline below the number of permanent and fixed term contact staff by hours worked per week.</div>	
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)	0
<div style="border: 1px solid green; padding: 2px;">Staff Qualifications</div>	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	6
No. of staff working towards the required/recommended qualification	0
Is the information about staff qualifications correct?	Yes
Senior social care workers providing direct care	
Does your service structure include roles of this type?	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.

Filled and vacant posts

No. of staff in post	151
No. of posts vacant	7

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	44
Health & Safety	1
Equality, Diversity & Human Rights	148
Manual Handling	148
Safeguarding	148
Dementia	148
Positive Behaviour Management	148
Food Hygiene	44

Please outline any additional training undertaken pertinent to this role which is not outlined above.

Fostering Diversity Inclusion and Belonging
 Fire Safety
 Health and Safety
 Fluids and Nutrition
 Understanding Autism
 Oral Health
 Mental Capacity Act & DoLS
 Privacy & Dignity
 Safeguarding Children
 Understanding your Role
 Mental Health Awareness
 Managing Stress
 Working in a Person Centred Way
 Dementia Care
 Understanding Learning Disabilities
 Positive Behaviour Support & Aggression Management
 GDPR Cera
 Safeguarding Adults
 Infection Prevention & Control
 SCW - Code of Professional Practice for Social Care
 SCW - The Importance of the Welsh Language, Culture & Identity
 SCW - The Principles of the Social Services and Well-Being (Wales) Act 2014
 SCW - Workers Beliefs, Values & Own Experiences
 Effecting Others
 Think if it's Pink Pressure Area Care
 Creating a Respectful Workplace: Understanding and Preventing Sexual Harassment
 A New Carer Induction Wales
 Annual Refresher Training Wales
 Communication in H&SC

Contractual arrangements for staff currently in post

No. of permanent staff	74
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	77
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)	74
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	59
No. of staff working towards the required/recommended qualification	15
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
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