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 Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2024.

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

Provider name:	Rachel Cares LTD
The provider was registered on:	23/07/2022
The following lists the provider conditions:	There are no imposed conditions associated to this provider
The regulated services delivered by this provider were:	

Rachel Cares	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/07/2022
Responsible Individual(s)	John Young
Manager(s)	Rachel Young
Partnership Area	Cwm Taf Morgannwg
Service Conditions	There are no conditions associated to this service

Provider Details

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

Provider Name	Rachel Cares LTD
Is the Provider Name correct? 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.	Yes

Registered Company Number	14060288

Is the Registered Company Number correct?	Yes

Registered provider's primary address:	Pool Farm, Bridgend CF33 4PT
Is the registered provider's address correct? 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.	Yes

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	07426989935
Provider Email Address	rachelcaresagency@gmail.com
Do you agree to receive correspondence and legal notices via this e-mail address?	Yes
Preferred language of written communication (including emails and letters)	English
Preferred language of communication for telephone calls	English
Website address	https://www.rachelcares.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.

	Rachel Young John Young
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
Rachel Cares	Bridgend	Domiciliary Support Service
Is the list of regulated services correct?	Yes	

Training and Workforce Planning

Information about 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	• Training needs managed daily by the Manager with regular staff 121's. • Annual training plan in place including induction training • Audited quarterly by the RI. • Weekly training needs meetings between RI and manager. • Rachel Cares Ltd Key principles include: •Ensuring staff are confident, well trained and are engaging with clients etc. •Ensuring supervision is carried out as is a key tool in ensuring accountability, support, learning, professional development, and service development.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	• Weekly meeting between Manager and RI on staff resourcing and recruitment needs, and staff moral and wellbeing. • Regular 121 between manager and staff • Ensuring staff are confident, well trained and are engaging with clients etc. • Induction training plan includes extensive mentoring and supervision • Training needs fully integrated within annual budget. • Each staff member has their own personal development plan in place to aid in continual development • Priority on flexibility and teamwork

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	Rachel Cares
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:	Pool Farm, Bridgend CF33 4PT
Additional addresses from which the service delivered from:	There are no additional addresses associated to this service
Service Telephone Number	07426989935
Do you consent to CIW publishing the service telephone number? By consenting this would make your telephone number visible to members of the public.	Yes
Service Contact Email Address	rachelcaresagency@gmail.com
Do you consent to CIW publishing this email address? By consenting this would make this email address visible to members of the public.	Yes
Website address	
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	We have two Welsh speaking staff who can assist when required to deal with Welsh communications.
What is your preferred language of Inspection?	English
What is your preferred language for your published inspection report?	English
Do you provide the Welsh language 'Active Offer'?	No
Are you working towards providing the Welsh language 'Active Offer'?	No
Are the service's address, contact details, agreed consent and preferred language of communication correct?	Yes

Key People At The Service

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

Responsible Individual(s)	John Young
Are the Responsible Individuals correct?	Yes

List of service manager(s) for this regulated service

Service Managers	Rachel Young
Are the service managers correct?	Yes

Statement of Purpose

The following sets out the age range and service needs provided for as detailed in your Statement of Purpose. This information will not be included in the published annual return.

The most recent Statement of Purpose was submitted to CIW on	15/03/2022
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?	60
How many people were being provided care and support by the service as at 31 March?	43

Fees Charged

The minimum hourly rate payable during the last financial year?	20.66
The maximum hourly rate payable during the last financial year?	43.50
How many hours of care and support was provided in the last week of the financial year?	531
If you wish to add further detail or comment regarding the scale of charges please do so below	Please note the minimum relates to normal Weekday charges, and maximum relates to XMAS day charges. The figures above are our minimum and maximum HOUR service call charge. We also charge for calls for the following: 3/4 Hr (Min £17.40 / Max £36.98) 1/2 Hr (Min £14.14 / Max £30.46) 1/4 Hr (Min £11.96 / Max £26.10)

Complaints

> Service complaints and arrangements for consulting people who use the service

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

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?	* Regular contact between clients and Service Manager * 3 Monthly audit by RI includes feedback from clients selected at random * Annual feedback / customer satisfaction Survey requested from all clients

Communicating with people who use the service

> Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped CHildren (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

Statement of Compliance

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

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

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.	Summary (Full report including key principles and evidence is available upon request - not enough characters available to include in this field) The quality of our service is paramount importance to us, as the business plan is for the quality of service to be the main aspect that differentiates us from the competition. We believe that meeting the requirements, needs and expectations of our clients is the ultimate measurement of quality. The extent to which people feel their voices are heard, that they have a choice about their care and support and their opportunities available to them will continue to be achieved by: • Listening to clients and understanding what it is they want and why. • Engaging our clients' in creating and sharing standards, processes, and best practice • Continuously striving to improve quality of our services through: 1. Providing the highest level of client satisfaction of the care and support we provide. 2. Creating and sustaining effective partnerships with our clients 3. Raising expectations, aspirations and standards 4. Listening and being responsive to all of our clients 5. Championing continuous improvement We are an agency that wants to grow but at a controlled pace, that enables us to maintain the 'family' atmosphere and close teamwork with our staff. We will always ensure that even in periods of growth , we will plan thoroughly to ensure we have adequate staff resources to enable us to deliver high quality care and support. To continue to drive improvement we need to continue our positive workplace culture with the right staff, with the right values which is achieved through good learning and development opportunities.
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.	Evidence & Summary (Full report including key principles is available upon request - not enough characters available to include in this field) We use the social model of disability, which positively promotes choice, control, dignity, equity, opportunity, and participation. We work in a holistic approach that considers things such as related health issues; well-being; personal and social factors such as isolation, confidence, and community life. Evidence: As part of our governance we ensure we deliver the right level of support and care whilst recognising that people's needs fluctuate. The care plans are carried out in accordance of the individual's wishes that will make a difference to their health and well-being. We do this by: • Engaging with clients and their families/ representatives • Ensuring people to be at the heart of the decisions about their health and wellbeing • Working with key community and third sector partners to ensure a person-centred approach while getting the most from all resources This approach allows a more co-ordinated, integrated way of working. Also, it builds on existing core services such as primary care, and district nursing. • Ensuring staff individually and collectively have the skills, knowledge, and experience to deliver the care to meet the individuals' needs. Summary: Promoting well being is vitally important involving individual identity and self-respect. We will continue to improve outcomes by: • Ensuring to continue that care staff have sufficient time to carry out their work and dignity of the client. • Ensuring to continue to promote an attentive service culture in which the client is listened to, and their needs are noticed and carried out. • To continue to encourage clients to engage in the wider community participating in existing activities and services. Some of our clients are currently participating going for walks, going out for a meal, coffee and cake or simply companionship in their own home. • Ongoing communication with clients and people involved in the care and support is fundamental to taking the right decisions at the right time. It enables decisions to be altered over time to reflect people's changing needs.

| The extent to which people feel safe and protected from abuse and neglect. | Summary (Full report including Evidence is available upon request - not enough characters available to include in this field) Our clients and staff have a right to be protected from abuse or the risk of abuse, discrimination, and harassment.
Our Key Principles
• Ensuring that there are robust policies and procedures in place such as safeguarding and whistleblowing and are up to date and effective.
• Ensuring staff are adhering to policies and procedures.
• Ensuring that our systems and procedures support effective safeguarding practice in our service.
• Ensuring there are appropriate arrangements in place to enable clients and staff to access help in crisis and emergency.
• Ensuring are working in partnership effectively with other agencies.
• Ensuring to continue to deliver high standards of care that we have enough staff are appropriately trained. We have a learning culture which supports training and development of staff. This means keeping up to date through on-going training and learning.
• Ensuring that appropriate recruitment checks have been carried out.
Summary: We have governance in place which includes having auditing systems in place. These assess, monitor and mitigate any risks relating the health, safety and welfare of individuals using our service. We continually evaluate and seek to improve our governance and auditing practice. In addition, we ensure we securely maintain accurate, complete and detailed records in respect of each individual using the service and records relating the employment of staff and the overall management of our service. Continued professional development is a key to our continual improvement processes, so all our staff skills are reviewed and, where additional training is required, this identified and provided
Monitoring safeguarding arrangements is fundamental to meeting our objective of ensuring to protect and promote the health, safety and welfare of the individuals who use our service. This is an important reason to continue to drive improvement of ensuring the health, safety and welfare of individuals' using our service and staff is paramount through regular monitoring. |

Number of posts and staff turnover

| The total number of full time equivalent posts at the service (as at 31 March) | 15 |

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
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.	* Collective leadership * Caring manager in Health & Social Care * Approaching leadership with care * Manage Induction Standards

Contractual Arrangements

No. of permanent staff	1
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
Is the breakdown of full and part time shown above correct?	Yes

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	1
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0

Deputy service manager

Does your service structure include roles of this type?	No

Other supervisory staff	
Does your service structure include roles of this type?	No

Senior social care workers providing direct care	
Does your service structure include roles of this type?	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	3
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	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.	We have 2 Level 3 QCF, and 1 working towards level 3 QCF Care Certificate First Aid Infection Control Medication Awareness End of Life Lone Working MCA Skin Integrity Diabetes Recording / Reporting Risk Assessments Fire Safety COSHH Duty of Candour Whistleblowing Personal Safety Stroke Awareness Bed Rail Safety Stress Resilence Sepis Awareness Covid / PPE Parkinsons

Contractual Arrangements

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

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
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	3
No. of staff working towards the required/recommended qualification	0

Other social care workers providing direct care

Does your service structure include roles of this type?	Yes

Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.

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

Filled and vacant posts

No. of staff in post	16
No. of posts vacant	0
No. of joiners (during the last financial year)	5
No. of leavers (during the last financial year)	4

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	5
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.	5 new starters done Induction Training Other training completed by all staff Care Certificate First Aid Infection Control Medication Awareness End of Life Lone Working MCA Skin Integrity Diabetes Recording / Reporting Risk Assessments Fire Safety COSHH Duty of Candour Whistleblowing Personal Safety Stroke Awareness Bed Rail Safety Stress Resilence Sepis Awareness Covid / PPE Parkinsons

Contractual Arrangements

No. of permanent staff	16
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	0

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

No. of full-time staff (35 hours or more per week)	2
No. of part-time staff (17-34 hours per week)	14
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 social care worker	8
No. of staff working towards the required/recommended qualification	8

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

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

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

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

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

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

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

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

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

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

Submitted on	**23/05/2024 12:45:25**
Submitted by	**nottagejack@aol.com**
Transaction Unique Reference Number	**OTRAN-00326878-JWRB**