

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:	Meddyg Care (Help At Home) Ltd	
The provider was registered on:	16/06/2023	
The regulated services delivered by this provider were:	Meddyg Care (Help at Home) Ltd	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	16/06/2023
	Responsible Individual(s)	Kevin Edwards
	Manager(s)	Kevin Edwards
	Partnership Area	North Wales
	Service Address	Meddyg Care (Help at Home) Ltd, 146 High Street, Porthmadog LL49 9NU

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 facilitated through an in house Training Manager and tracked using a training matrix. team-members completed a comprehensive program of in-class training, plus online training. Clinical training was provided by the local health board and Local authority. New team members underwent in-class induction and the All Wales Induction Framework. Care team enrolled on to Level 2 or 3 qualifications within their first year at MC. Training evaluated via competencies, supervision, and QA team.
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	People are supported by staff who are recruited safely and well trained. Our dedicated HR Manager records all staff pre-employment checks and ongoing support and development. Staff have disclosure and barring service (DBS) checks in place and are supported to complete the All Wales Induction Framework in order to register with Social Care Wales, the workforce regulator.

Service Profile

Service Details

Name of Service	Meddyg Care (Help at Home) Ltd
Service Telephone Number	01766800900
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?	52
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Fees Charged

The minimum hourly rate payable during the last financial year?	25.95
The maximum hourly rate payable during the last financial year?	45.95
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?	People are consulted about their views and participate in the processes of care planning and review. The individuals who we are for have built good relationships with the staff who support them and have confidence in their ability.

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

<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>	
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.	People are consulted about their views and participate in the processes of care planning and review. The individuals who we are for have built good relationships with the staff who support them and have confidence in their ability.

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.	People receive a service which is agreed with them and tailored to meet their needs with consideration of their personal outcomes. People told us they have built good relationships with the staff who support them and have confidence in their ability.
The extent to which people feel safe and protected from abuse and neglect.	Systems are in place to protect people from abuse and neglect. Care staff complete safeguarding training and there are policies in place to support this knowledge and promote the use of safeguarding processes. The service provider is proactive in recording and reporting safeguarding concerns and notifying the relevant professional bodies. Good records are kept of any concerns and this information, along with the safeguarding process is audited on a regular basis.

The total number of full time equivalent posts at the service (as at 31 March)	37
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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	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.	Also completed level 4 Health & Social Care and is in the process of completing Level 5 Health & Social Care	
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	0
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?	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	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.	Completed level 2 Health & Social Care and is in the process of completing level 3 Health & Social Care
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
<p>Outline below the number of permanent and fixed term contact staff by hours worked per week.</p>	
No. of full-time staff (35 hours or more per week)	1
No. of part-time staff (17-34 hours per week)	0
No. of part-time staff (16 hours or under per week)	0
<p>Staff Qualifications</p>	
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
<p>Other supervisory staff</p>	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
<p>Filled and vacant posts</p>	
No. of staff in post	1
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	1
Equality, Diversity & Human Rights	1
Manual Handling	1
Safeguarding	1
Dementia	1
Positive Behaviour Management	1
Food Hygiene	1
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Completed level 2 Health & Social Care, on waiting list for level 3 Health & Social Care
<p>Contractual arrangements for staff currently in post</p>	
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 social care worker	1
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	26
No. of posts vacant	5
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	26
Health & Safety	26
Equality, Diversity & Human Rights	26
Manual Handling	26
Safeguarding	26
Dementia	26
Positive Behaviour Management	26
Food Hygiene	26
Please outline any additional training undertaken pertinent to this role which is not outlined above.	All staff will have/will need to complete level 2 Health & Social care
Contractual arrangements for staff currently in post	
No. of permanent staff	26
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)	24
No. of part-time staff (17-34 hours per week)	1
No. of part-time staff (16 hours or under per week)	1
Staff Qualifications	
No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	12
No. of staff working towards the required/recommended qualification	12
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?	Yes
List the role title(s) and a brief description of the role responsibilities.	<p>Help at Home Care Driver:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Drive our excellent team of Home Care professionals to and from our clients' houses: <input type="checkbox"/> Pre-planned driving routes. <input type="checkbox"/> Load pre-sorted Health Care equipment/supplies into your delivery van. <input type="checkbox"/> Drive a branded vehicle, following a pre-planned route connecting our care team with their clients. <input type="checkbox"/> Provide transport for clients to scheduled appointments, grocery shopping or outings. <input type="checkbox"/> Map out driving routes ahead of time to determine the most expedient trip <input type="checkbox"/> Pick up clients from the place and at the time as scheduled <input type="checkbox"/> Assist clients with loading and unloading their luggage
Filled and vacant posts	
No. of staff in post	7
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	7
Health & Safety	7
Equality, Diversity & Human Rights	7
Manual Handling	7
Safeguarding	7
Dementia	0
Positive Behaviour Management	0
Food Hygiene	0
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Lone Working, First Aid, GDPR, Driving at Work, Infection Control

Contractual arrangements for staff currently in post

No. of permanent staff	7
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)	3
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification	4
No. of staff working toward required/recommended qualification	0
Is the information about staff qualifications correct?	Yes