

The Annual Return is an online form that registered adults and children's services providers are legally required to complete each year under the [Regulations and Inspection of Social Care \(Wales\) Act 2016 \(RISCA\)](#). The purpose of Annual Returns is to provide the public with comprehensive, comparable and robust information on the quality of care and support services.

Contents

[Provider: ategi Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: ategi Shared Lives](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

[Service: ategi limited](#)

[Service summary](#)

[Service management](#)

[Service contact details](#)

[Languages used at the service](#)

[Engagement with people using the service](#)

[Compliance and quality statement](#)

[Fees charged by the service](#)

[Complaints processed by the service](#)

[Staff working at the service](#)

Provider: ategi Limited

Provider summary

The provider was registered on:	25/02/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.	Core training is provided via e-learning platforms, complimented with face to face. This applies for both shared lives carers (MyAko & SLP) and staff (MyAko). The full training programme is reviewed at least annually considering provider, method, frequency and suitability. The training platform reports on compliance for ease of monitoring and compliance is reviewed during staff supervisions or meetings with carers, and is reported to trustees in our business plan.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Ategi applies Safer Practice Recruitment procedures for staff and an assessment & approval process for Shared Lives carers that include regulatory safeguarding measures i.e. DBS checks, employment history & references. We pay above the RLW, have an engaged staff forum & proactively review staff benefits. We have a relaxed, yet professional culture. We have worked hard on being a 'great place' to be as part of our strategic objectives, focusing on retention to prevent costly recruitment.

Regulated services delivered by this provider

Service name	Service type	Type of care
ategi Shared Lives	Adult Placement Service	None
ategi limited	Domiciliary Support Service	None

Service: ategi Shared Lives

Service summary

Service Type	Adult Placement Service
Type of Care	None
Approval Date	24/07/2019
Maximum number of places	0
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Kate Allenategi Limited is registered to provide an Adult Placement Service in Wales.
How many people in total did the service provide care and support to during the last financial year?	35

Service management

Responsible Individual(s)	Kate Allen
Manager(s)	Rachel Anderson, Richard Cox

Service contact details

Service Telephone Number	02920814800
Service Contact Email Address	SLSWales@ategi.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We have introduced an annual connect session with trustees in February and operate our annual survey in August to provide twice yearly formal feedback sessions. Shared Lives co-ordinators are in regular contact with people we support and carers as part of the monitoring of the service and have solid relationships that encourage honest discussion about any arising issues. The RI conducts regular visits to people we support and carers. We continue to have regular newsletters with tailored content for audiences. Our People We Support forum has operated well in the last year with regular meetings running alongside a craft session to encourage attendance and participation. We also have seasonal and drop in events throughout the year attended by the service manager and RI.

Compliance and quality statement

Not Inspected - Strong Internal Checks

Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.

We are confident our service meets the standards set out under section 27(1) of the 2016 Act.

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	3.22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Other Staff	3	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Other Staff	Not relevant to this staff group	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Other Staff	3	0	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Other Staff	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Other Staff	1	2

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Other Staff	3	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Other Staff	0	0

Service: ategi limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	25/02/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Kate Allenategi Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership area
How many people in total did the service provide care and support to during the last financial year?	36

Service management

Responsible Individual(s)	Kate Allen
Manager(s)	Richard Cox, Gail Reece

Service contact details

Service Telephone Number	01443484400
Service Contact Email Address	info@ategi.co.uk

Languages used at the service

What is the main language through which the service is provided?	English
Other languages used in the provision of the service	There are no other languages used at the service
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Engagement with people using the service

We have introduced an annual connect session with trustees in February and operate our annual survey in August to provide twice yearly formal feedback sessions. The Registered Manager and Team Leader is in regular contact with people we support as part of managing and monitoring support and have solid relationships that encourage honest discussion about any arising issues. The RI conducts regular visits to people we support and their relatives. We continue to have regular newsletters with tailored content for audiences. Our People We Support forum has operated well in the last year with regular meetings running alongside a craft session to encourage attendance and participation. We held large seasonal and drop in events throughout the year attended by the service manager and RI.

Compliance and quality statement

Inspected - Delivering Quality Care

During the reporting period, Care Inspectorate Wales visited our service. We're proud their findings show we provide safe, effective, and supportive care for the people who use our services, meeting the required standards under section 27(1) of the Regulation and Inspection of Social Care (Wales) Act 2016.

We also carry out regular reviews to make sure the care and support we offer continues to meet people's needs and helps them achieve positive outcomes.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.80
The maximum hourly rate payable during the last financial year?	£26.75

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	1
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	23.65
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	30	3

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed

Contractual arrangements

Permanent Staff, Fixed Term Contracted Staff and Volunteers

Role type	No. of permanent staff	No. of fixed term contracted staff	No. of volunteers
Manager	1	0	0
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	26	1	0

Agency/Bank Staff & Non-Guaranteed Hours (zero hours) Staff

Role type	No. of agency/bank staff	No. of non-guaranteed hours (zero hours) staff
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	3

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	12	18

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	1	0
Senior Care Worker	1	0
Care Worker	12	3

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	08.00am-18.00(1)
Care Worker	7am-6pm (1) 7am-3pm (1) 7am-2pm (1) 10am-3pm(2) 9.30am-12.30pm (2) 3.30pm-6.30pm (2) 3pm-6pm (2) 3pm-11pm(1)