

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: Mighty Health Care Limited

The provider was registered on: 13/05/2021

The regulated services delivered by this provider were:

Mghty Health Care Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/05/2021
Responsible Individual(s)	Samalie Kassa
Manager(s)	Sarah-Jayne Williams
Partnership Area	Cardiff and Vale
Service Address	Mighty Health Care Limited, Canton House, Suite E1, Second Floor, 435-451 Cowbridge Road East, Cardiff CF5 1JH
Mghty Health Care Limited	
Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	14/04/2023
Responsible Individual(s)	Samalie Kassa
Manager(s)	Sarah-Jayne Williams
Partnership Area	Gwent
Service Address	Mighty Health Care Limited, Canton House 435-451, Cowbridge Road East, Cardiff CF5 1JH

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

As all our staff are trained to provide services to our SUs all through the year, with new trainings and refreshers. We have face to face and online trainings organised. We also have inhouse training. The management has a amber matrix system in place to identify staff who need renewing training or refresh. All trainings are recorded to help the management identify more training that are needed to help carers provide quality service. we also train staff based on SUs needs.

Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider

We advertise online(website), social media, word of mouth, leaflets and so on. Applications are found online. Applications and CVs are processed after reception, Staff called in for interviews. If they pass to the next stage identification and right to work and DBS checks, training while waiting for references, induction then shadowing if cleared to go. Supervision and staff meeting where staff are listened to and management draw a continuous support plan to help them successfully retain jobs

Service Details

Name of Service	Mighty Health Care Limited
Service Telephone Number	02922414292
What is the main language through which the service is provided?	English
Other languages used in the provision of the service	French, Lingala, Bangla

Service Provision

People Supported

How many people in total did the service provide care and support to during the last financial year?	91
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Fees Charged

The minimum hourly rate payable during the last financial year?	22.36
The maximum hourly rate payable during the last financial year?	26.10
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	34
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	34
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?	Mighty Health Care has in place: Feed back forms about the service provided, telephone review to hear people receiving the service, manager and RI visits to see and hear from people we look after, office contacts details provided to service users to allow them to contact or comment on the service they receive or if there is any concern.

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	Yes
British Sign Language (BSL)	No
Other	Yes
List 'Other' forms of non-verbal communication used	Sign language, or English

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>Service Users are given a feedback form every 3- 6 months for improvement of their care and also Care supervisors and RI visit SUs for support and to make sure their voices are heard. We also have in cooperated a number of telephone reviews to each client every year to keep healthy contact with all service users.</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>Personal Centered care is given to SUs to make sure that they are supported and their wellbeing matter. They are given the choice of the time they want their care calls to be done to make sure that their voice matter and is heard. At some occasions, SUs can be allowed to choose specific care worker they would want for their care.</p>
<p>The extent to which people feel safe and protected from abuse and neglect.</p>	<p>Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect. It's fundamental to high-quality health and social care and we safeguard our SUs by protecting their rights to live in safety, free from abuse and neglect. We make sure that all the staff are trained to understand when abuse , harm and neglect is happening. Before starting employment, all staff DBS must be obtained and clean, along with there references.</p>

<p>The total number of full time equivalent posts at the service (as at 31 March)</p>	<p>52</p>
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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.

<p>Staff Type</p>	<p>Service Manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>
	<p>Deputy service manager</p>	
	<p>Does your service structure include roles of this type?</p>	<p>No</p>
	<p>Other supervisory staff</p>	
	<p>Does your service structure include roles of this type?</p>	<p>Yes</p>
<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	52
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	63
Health & Safety	61
Equality, Diversity & Human Rights	61
Manual Handling	61
Safeguarding	61
Dementia	61
Positive Behaviour Management	61
Food Hygiene	61
Please outline any additional training undertaken pertinent to this role which is not outlined above.	Anaphylaxis Awareness Mental Health First Aid Stoma Care Catheter Care Mental Capacity Act Essentials Communication skills ADHD Awareness Autism Awareness Bipolar Disorder Awareness Confidence and Assertiveness Conflict Management Dysphagia and Choking Enteral (PEG) Feeding Fragile X Syndrome Functional Skills - English Obsessive Compulsive Disorder (OCD) Awareness Positive Behaviour Support Epilepsy awareness PMVA - Full training - 2day course.
<p>Contractual arrangements for staff currently in post</p>	
No. of permanent staff	41
No. of Fixed term contracted staff	7
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	4
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)	44

No. of part-time staff (17-34 hours per week)	3
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	52
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?	No
Other types of staff	
Does your service structure include any additional role types other than those already listed?	No

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Statement of Compliance

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	Does your service structure include roles of this type?	No
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	Does your service structure include roles of this type?	No
	Senior social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other social care workers providing direct care	
	Does your service structure include roles of this type?	No
	Other types of staff	
	Does your service structure include any additional role types other than those already listed?	No