

Caring Hands Homecare Agency LTD

Annual Return 2025/2026

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.

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Provider: Caring Hands Homecare Agency LTD

Provider summary

The provider was registered on:	14/08/2019
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.	We hold monthly staff meetings and every other meeting is held by the staff themselves and is an open agenda where they are able to speak about what is good or not so good within their roles and how we can improve. We also carry out 3 monthly supervisions face to face to give positive feedback and to discuss any improvements they have the chance to give us feedback also from this we identify any training needs and we work with an E learning app that the staff complete personally
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We advertise on social media as well as on SCW app for employment and have an add on jobs indeed as well as local job centre having our details for anyone interested in Social care.

Regulated services delivered by this provider

Service name	Service type	Type of care
Caring Hands Homecare Agency Ltd	Domiciliary Support Service	None

Service: Caring Hands Homecare Agency Ltd

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	15/08/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- Caring hands homecare agency LTD is registered to provide a domiciliary support service in North Wales regional partnership area - The responsible individual for this service is Rebecca Louise Evans
How many people in total did the service provide care and support to during the last financial year?	150

Service management

Responsible Individual(s)	Rebecca Evans
Manager(s)	Rebecca Evans

Service contact details

Service Telephone Number	07823885709
Service Contact Email Address	caringhands23@outlook.com

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

All SU are provided with and verbally informed about our complaints procedures and how to action them or carers or management would guide them through the process.

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22.76
The maximum hourly rate payable during the last financial year?	£22.76

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	0
Number of complaints upheld	6
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)	1
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	5	0
Care Worker	22	5
Planner	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	5	0	0
Care Worker	22	0	0
Planner	1	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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	4	1
Care Worker	17	5
Planner	0	1

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
Senior Care Worker	5	0
Care Worker	13	9
Planner	0	1

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
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 2pm / 4pm - 10pm
Care Worker	7am - 2pm / 4pm - 10pm

