

Care in Hands 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 summary

The provider was registered on:	30/04/2019
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.	Full induction including All Wales Moving and Handling passport completed in house prior to going into the community. PBL booklet completed with new staff during the shadowing period, any identified training needs reported to training department during this stage. Ongoing spot checks carried out all all staff for duration of employment with Care in Hand whereby additional training needs may be identified, alongside quarterly supervisions. Any training needs identified will be sent to Training.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Retention of staff has improved over the last financial year due to local authority ensuring all provides follow same terms and conditions. At Care in Hand we have employed more Field supervisors to ensure that carers have more support with in the field and any issues are being dealt with quicker. This has also ensured carers feel more support and have a better link between community and office. Holding regular team meeting with a member of operations team in attendance to answer any questions.

Regulated services delivered by this provider

Service name	Service type	Type of care
Care in Hands	Domiciliary Support Service	None

Service: Care in Hands

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	30/04/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	Care in Hands Ltd is registered to provide a domiciliary support service in West Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	266

Service management

Responsible Individual(s)	There are no Responsible Individuals at the service
Manager(s)	Amanda Stocker

Service contact details

Service Telephone Number	01834811333
Service Contact Email Address	enquiries@careinhand.co.uk

Languages used at the service

What is the main language through which the service is provided?	Both
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

Email newsletters we send mailers out quarterly to S/U and families with updates and anything of interest that they may like to know. Facebook posts and updates - we use social media as a regular platform for sharing updates, letting people know what's going on, this may be things like weather updates, sending season greetings, things happening in the local community that may affect them or interest them, etc. We have updated our hub for carers service users with all information needed.

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?	£26.00
The maximum hourly rate payable during the last financial year?	£43.85

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	0
Number of complaints not upheld	2

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	4
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	3	0
Supervisory Staff (not providing direct care)	4	0
Senior Care Worker	6	0
Care Worker	114	4
Other Staff	6	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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
Other Staff	Not relevant to this staff group	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	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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
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
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	All staff have completed	All staff have completed
Deputy Manager	Not relevant to this staff group	Not relevant to this staff group
Supervisory Staff (not providing direct care)	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
Other Staff	Not relevant to this staff group	Not relevant to this staff group

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	3	0	0
Supervisory Staff (not providing direct care)	4	0	0
Senior Care Worker	6	0	0
Care Worker	112	0	0
Other Staff	6	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	2
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
Deputy Manager	2	1
Supervisory Staff (not providing direct care)	4	0
Senior Care Worker	6	0
Care Worker	62	52
Other Staff	1	5

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	3	0
Supervisory Staff (not providing direct care)	4	0
Senior Care Worker	5	0
Care Worker	49	22
Other Staff	6	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	1	1
Care Worker	43	43
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	2 per shift 06:00 - 14:00/14:00 - 22:00
Care Worker	39 AM shifts 06:45 - 14:00 27 shifts AM 15:45 - 22:00