

# Rachel Cares LTD

## Annual Return 2025/2026

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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**

<b>The provider was registered on:</b>	23/07/2022
<b>The following lists the provider conditions:</b>	There are no conditions associated to the provider

**Training and workforce planning arrangements**

<p><b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b></p>	<ul style="list-style-type: none"> <li>• Training needs managed daily by the SM with Weekly training needs meetings SM/DSM, with regular staff 121's.</li> <li>• Annual training plan in place including induction training</li> <li>• Audited quarterly by the RI.</li> <li>• Rachel Cares Ltd key principles include: Ensuring staff are confident, well trained and are engaging with clients etc./ Ensuring supervision is carried out as is a key tool in ensuring accountability, support, learning, professional development, and service development.</li> </ul>
<p><b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b></p>	<ul style="list-style-type: none"> <li>• Weekly meeting between SM/DSM/RI on staff resourcing and recruitment needs, and staff moral and wellbeing.</li> <li>• Regular 121 between DSM and staff</li> <li>• Ensuring staff are confident, well trained and are engaging with clients etc.</li> <li>• Induction training plan includes extensive mentoring and supervision</li> <li>• Training needs fully integrated within annual budget.</li> <li>• Each staff member has their own personal development plan in place to aid in continual development</li> <li>• Priority on flexibility and teamwork</li> </ul>

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Rachel Cares	Domiciliary Support Service	None

## Service: Rachel Cares

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/07/2022
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none"><li>Rachel Cares LTD is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area</li><li>The responsible individual for this service is John Ivor Young</li></ul>
How many people in total did the service provide care and support to during the last financial year?	90

### Service management

Responsible Individual(s)	John Young
Manager(s)	Rachel Young

### Service contact details

Service Telephone Number	<a href="tel:07426989935">07426989935</a>
Service Contact Email Address	<a href="mailto:rachelcaresagency@gmail.com">rachelcaresagency@gmail.com</a>

### 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

* Regular contact between clients and Service Manager / Deputy Service Manager * 3 Monthly audit by RI includes feedback from clients selected at random * Annual feedback / customer satisfaction Survey requested from all clients
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### Compliance and quality statement

<b>Inspected - Delivering Quality Care</b> 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?	£13.09
The maximum hourly rate payable during the last financial year?	£55.87

### 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)	19.34
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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	2	0
Care Worker	25	1

### 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	All staff have completed

#### 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	All staff have completed

#### 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	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
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	2	0	0
Care Worker	20	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
Senior Care Worker	0	0
Care Worker	5	0

### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	0	1
Senior Care Worker	2	0
Care Worker	5	20

### Staff qualifications

#### Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Senior Care Worker	2	0
Care Worker	17	8

#### 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

<b>Role type</b>	<b>Typical shift patterns</b>
<b>Senior Care Worker</b>	All care staff work day shifts within the hours 7am to 10pm. In exceptional circumstances 1 member of staff may be required to work a night shift (10pm to 7am)
<b>Care Worker</b>	All care staff work day shifts within the hours 7am to 10pm. In exceptional circumstances 1 member of staff may be required to work a night shift (10pm to 7am)