

Midshires Care Limited

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.

Contents

[Provider: Midshires Care Limited](#)

[Provider summary](#)
[Training and workforce planning arrangements](#)
[Regulated services delivered by this provider](#)

[Service: Helping Hands Home Care Western Bay](#)

[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](#)

[Service: Helping Hands Home Care Powys](#)

[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](#)

[Service: Helping Hands Home Care Cwm Taf](#)

[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](#)

[Service: Helping Hands Home Care North Wales](#)

[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](#)

[Service: Helping Hands Home Care Gwent](#)

[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](#)

[Service: Helping Hands Home Care Cardiff & Vale](#)

[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](#)

[Service: Helping Hands Home Care West Wales](#)

[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: Midshires Care Limited

Provider summary

The provider was registered on:	31/05/2019
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.	All employees undergo a robust induction, training and assessment program tailored to their roles, which is subject to periodic reviews to ensure its ongoing suitability and relevance. We conduct regular interactions such as supervisions, appraisals, and direct observations which help identify and address any supplementary training needs. Additionally, we actively seek feedback from our customers to ensure that the staff assisting them are well trained to fulfil their requirements.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our staff play a vital role in providing high quality care. We therefore foster a supportive work environment where staff feel valued and motivated to do their best. Safe recruitment includes thorough assessment of competencies and rigorous background/reference checks to ensure client safety and wellbeing. We aim to pay above market rates and have a range of initiatives and staff benefits to attract candidates and aid staff retention, including opportunities for training and career development.

Regulated services delivered by this provider

Service name	Service type	Type of care
Helping Hands Home Care Cardiff & Vale	Domiciliary Support Service	None
Helping Hands Home Care Cwm Taf	Domiciliary Support Service	None
Helping Hands Home Care Gwent	Domiciliary Support Service	None
Helping Hands Home Care North Wales	Domiciliary Support Service	None
Helping Hands Home Care Powys	Domiciliary Support Service	None
Helping Hands Home Care West Wales	Domiciliary Support Service	None
Helping Hands Home Care Western Bay	Domiciliary Support Service	None

Service: Helping Hands Home Care Western Bay

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited is registered to provide a domiciliary support service in West Glamorgan regional partnership area
How many people in total did the service provide care and support to during the last financial year?	150

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside, Chloe Smith

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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?	£31.70
The maximum hourly rate payable during the last financial year?	£39.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	6
Number of active complaints outstanding	1
Number of complaints upheld	1
Number of complaints partially upheld	3
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)	32
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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	3	0
Care Worker	35	0

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	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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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
Deputy Manager	1	0	0
Senior Care Worker	3	0	0
Care Worker	8	2	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	25

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	2	1
Care Worker	17	18

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	1	0
Senior Care Worker	3	0
Care Worker	8	22

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	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Full time x 2
Care Worker	Morning Shift 7:00 - 16:00 - 14 , Evening shift 16:00 - 23:00 - 5 , Full day shift 7:00 - 23:00 - 8 , Live in shift x 8 staff. A shift for a Live-In Carer is a day worked. The number of hours of work in that day are denoted in the Daily Average Agreement specific to each customer and communicated to each care worker before the placement begins.

Service: Helping Hands Home Care Powys

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited is registered to provide a domiciliary support service in Powys regional partnership area
How many people in total did the service provide care and support to during the last financial year?	7

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.
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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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£33.84
The maximum hourly rate payable during the last financial year?	£39.20

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)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Care Worker	5	0

Training undertaken

Induction and Health & Safety

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Care Worker	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Care Worker	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
Care Worker	0	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
Care Worker	0	4

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Care Worker	5	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Care Worker	2	2

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Care Worker	0	1

Typical shift patterns

Role type	Typical shift patterns
Care Worker	A shift for a Live-In Carer is a day worked. The number of hours of work in that day are denoted in the Daily Average Agreement specific to each customer and communicated to each care worker before the placement begins. This service only delivers Live In care so will apply to all Live In carers.

Service: Helping Hands Home Care Cwm Taf

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership area
How many people in total did the service provide care and support to during the last financial year?	6

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.
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Compliance and quality statement

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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£31.70
The maximum hourly rate payable during the last financial year?	£39.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
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)	0
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Service: Helping Hands Home Care North Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited is registered to provide a domiciliary support service in North Wales regional partnership area
How many people in total did the service provide care and support to during the last financial year?	15

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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?	£33.84
The maximum hourly rate payable during the last financial year?	£39.20

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)	6
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Care Worker	6	0

Training undertaken

Induction and Health & Safety

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

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Care Worker	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Care Worker	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Care Worker	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
Care Worker	0	4	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
Care Worker	0	2

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Care Worker	6	0

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Care Worker	0	3

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

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Care Worker	0	3

Typical shift patterns

Role type	Typical shift patterns
Care Worker	A shift for a Live-In Carer is a day worked. The number of hours of work in that day are denoted in the Daily Average Agreement specific to each customer and communicated to each care worker before the placement begins. This service only delivers Live In care so will apply to all Live In carers.

Service: Helping Hands Home Care Gwent

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited is registered to provide a domiciliary support service in Gwent regional partnership area
How many people in total did the service provide care and support to during the last financial year?	261

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside, Maria Kelly-Fursdon

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

- Customer Visits and phone calls. - Care Review Meetings. - In branch coffee mornings and charity events. Including 'Chatty Café' for Monmouth branch. - Monthly e-newsletters. - Quarterly Hand in Hand Customer Magazine. - Social Media pages – Facebook, Instagram - Company website – www.helpinghands.co.uk - Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. - Responding to complaints and compliments. - Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. - RI and Senior Management's customer visits and calls. - Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£31.00
The maximum hourly rate payable during the last financial year?	£39.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	39
Number of active complaints outstanding	1
Number of complaints upheld	20
Number of complaints partially upheld	6
Number of complaints not upheld	12

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	34
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	1
Deputy Manager	2	0
Senior Care Worker	3	0
Care Worker	60	0

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	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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
Deputy Manager	2	0	0
Senior Care Worker	3	0	0
Care Worker	9	4	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	47

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Senior Care Worker	2	1
Care Worker	10	50

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	1
Deputy Manager	0	2
Senior Care Worker	0	3
Care Worker	3	52

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	5

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Full time x 2 Part-time x 1 - 20 hours
Care Worker	NEWPORT Branch - Morning (7am - 2.30pm) x 7 carers, Afternoon/Eve (4pm - 11pm) x 2 carers, School hours (9.15am - 2.45pm) x 1 carer, Live In - x 4 carers. MONMOUTH Branch - Morning (7am -2.30pm) x 12 carers, Evening (4pm-10pm) x 9 carers, Live In - x 3 carers. _A shift for a Live-In Carer is a day worked. The number of hours of work in that day are denoted in the Daily Average Agreement specific to each customer and communicated to each care worker before the placement begins.

Service: Helping Hands Home Care Cardiff & Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care 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?	198

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside, Beth Shankland

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.

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.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£31.70
The maximum hourly rate payable during the last financial year?	£39.20

Complaints processed by the service

Total number of formal complaints made during the last financial year	7
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	4
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)	38
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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	1
Care Worker	46	0

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	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	All staff have completed	All staff have completed

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	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
Deputy Manager	1	0	0
Senior Care Worker	1	0	0
Care Worker	5	4	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	37

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	17	29

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	0	0
Care Worker	11	20

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	10

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Full time
Care Worker	Night shift 9pm - 7am x 2 staff. Day shift 8.30am - 3pm x 4 staff. Morning shift 7am - 14.30 x 7 staff. Day shift 8am - 6pm x 3 staff. evening shift 4pm - 10pm x 6 staff. A shift for a Live-In Carer is a day worked. The number of hours of work in that day are denoted in the Daily Average Agreement specific to each customer and communicated to each care worker before the placement begins.

Service: Helping Hands Home Care West Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	- The responsible individual for this service is Karyn MacKenzie - Midshires Care Limited 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?	3

Service management

Responsible Individual(s)	Karyn MacKenzie
Manager(s)	Denise Brain, Claire Garside

Service contact details

Service Telephone Number	01789767181
Service Contact Email Address	karyn.mackenzie@helpinghands.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

• Customer Visits and phone calls. • Care Review Meetings. • In branch coffee mornings and charity events. • Monthly e-newsletters. • Quarterly Hand in Hand Customer Magazine. • Social Media pages – Facebook, Instagram • Company website – www.helpinghands.co.uk • Online platforms – Trust Pilot, Google Reviews, Homecare.co.uk. • Responding to complaints and compliments. • Customer Experience Team – proactive calls to customers for feedback, both existing customers and those who have left our service. • RI and Senior Management's customer visits and calls. • Moments of Kindness - a platform through which customers can recognise the great care and support received from their carers.
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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.

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£33.84
The maximum hourly rate payable during the last financial year?	£39.20

Complaints processed by the service

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