

# Deeside Home Care 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: Deeside Home Care Ltd

### Provider summary

The provider was registered on:	29/03/2019
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<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>	We prepared our annual training plan in line with current funding levels, RISCA requirements, SCW requirements and the skill levels of our team. We set objectives and develop our strategy for the year ahead. Due to very limited financial resources we always measure outcomes to ensure value for money. We used our training matrix to keep us on track. Our matrix identifies skill gaps and ensures compliance with regulation. We plan & discuss training during 3 monthly supervisions with our team.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	We have a recruitment and selection process and employ the services of Peninsula HR consultants to ensure our practices are legal, compliant & robust. We make sure our processes are fair & consistent. We aim to attract & hire staff who meet the needs of our service users and our organisational values. Our recruitment is fair, transparent & adheres to relevant legislation & regulation. We recognise it is crucial to implement retention strategies to retain staff and reduce turnover.

### Regulated services delivered by this provider

Service name	Service type	Type of care
Deeside Home Care Ltd	Domiciliary Support Service	None

## Service: Deeside Home Care Ltd

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/03/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none"><li>Deeside Home Care Ltd is registered to provide a domiciliary support service in North Wales regional partnership area</li><li>The responsible individual for this service is Jacqueline Jones</li></ul>
How many people in total did the service provide care and support to during the last financial year?	72

### Service management

Responsible Individual(s)	Jacqueline Jones
Manager(s)	Natalie Marshall

### Service contact details

Service Telephone Number	<a href="tel:01244812435">01244812435</a>
Service Contact Email Address	<a href="mailto:hello@deesidehomecare.co.uk">hello@deesidehomecare.co.uk</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

<p>We follow our Quality Assurance Procedure &amp; produce a 6 monthly report as required by RISCA. It is a systematic process focused on ensuring our services meet the required standards and are safe, effective, and person centred. It involves monitoring, evaluating and making plans to improve care delivery to meet the needs of our service users and to ensure that quality standards are being met. We aim to deliver a consistent and reliable service that service users are happy with and is compliant with regulatory requirements.</p>
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### Compliance and quality statement

<p><b>Not Inspected - Strong Internal Checks</b></p> <p>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.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0.00
The maximum hourly rate payable during the last financial year?	£0.00

### 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)	1
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#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	1	0
Care Worker	15	1

#### Training undertaken

##### Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
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

##### 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
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

##### Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
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

##### Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	All staff have completed
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

#### Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
Manager	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	Working towards all staff completing	All staff have completed
Senior Care Worker	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	2	0	0
Senior Care Worker	1	0	0
Care Worker	15	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	0	1
Care Worker	4	11

#### 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
Supervisory Staff (not providing direct care)	2	0
Senior Care Worker	1	0
Care Worker	4	2

##### 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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Varies. We operate between 8am - 10pm
Care Worker	Varies. We operate between 8am - 10pm