

HOME CARE WALES (ANGLESEY) 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: HOME CARE WALES (ANGLESEY) LIMITED

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Home Care 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 summary

The provider was registered on:	01/03/2023
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.	Training needs are identified through recruitment, induction, supervision, spot checks and appraisal. A training matrix tracks all mandatory and refresher training. Staff complete Social Care Wales aligned induction and core training via Learning Pool and accredited practical sessions. Additional training is provided based on service user needs. Competency is monitored through observations, feedback and incident review, with further training provided where required.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Recruitment is ongoing using online platforms, social media and local networks, with a focus on values, experience and Welsh language skills. Safe recruitment processes include DBS checks, references and interviews. Retention is supported through regular supervision, flexible working, competitive pay, and a positive, supportive culture. Staff are valued, engaged and provided with development opportunities to promote stability and continuity of care.

Regulated services delivered by this provider

Service name	Service type	Type of care
Home Care Wales	Domiciliary Support Service	None

Service: Home Care Wales

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	01/03/2023
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">HOME CARE WALES (ANGLESEY) LIMITED is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Tecwyn Paul Puryer
How many people in total did the service provide care and support to during the last financial year?	30

Service management

Responsible Individual(s)	Tecwyn Puryer
Manager(s)	Jennifer Puryer

Service contact details

Service Telephone Number	07719046999
Service Contact Email Address	info@homecarewales.com

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

<p>During the last financial year, Home Care Wales actively sought the views of the people who use our service to help shape and improve the quality of care we provide. We believe that meaningful consultation is essential to delivering a person-centred and responsive service. We gathered feedback in several ways: Regular review visits and phone calls were conducted by the Registered Manager or senior staff to check on the quality of care, ensure satisfaction, and encourage open dialogue. Annual satisfaction surveys were sent out to service users and their families. These were made available in both Welsh and English, and support was offered to help individuals complete them if needed. Feedback was analysed and used to inform improvements. Care plan reviews were held at least every three months, during which service users and/or their representatives were asked about their experience of the service and whether any changes were needed.</p>

Compliance and quality statement

<p>Inspected - Delivering Quality Care</p> <p>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.</p> <p>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.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.00
The maximum hourly rate payable during the last financial year?	£32.00

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
--	---

Posts and vacancies

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

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Care Worker	All staff have completed	Working towards all staff completing

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
Supervisory Staff (not providing direct care)	2	0	0
Care Worker	11	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
Care Worker	4	0

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
Supervisory Staff (not providing direct care)	2	0
Care Worker	11	4

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	1	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	0	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
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	1630-22:00 - 5 staff