

Age Cymru Gwent

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: Age Cymru Gwent

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Respite Care Service

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: Age Cymru Gwent

Provider summary

The provider was registered on:	23/08/2019
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.	<p>Age Cymru Gwent holds a comprehensive Training Matrix that tracks staff training required as well as areas for their personal development.</p> <p>A budget is allowed each year to ensure these training needs are met and can be planned for throughout the financial year.</p> <p>During one to one supervisions with staff, training requirements are discussed and arranged where required. The Registered Manager also ensures that staff receive additional training to meet the requirements of our diverse service users.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Age Cymru Gwent has a robust recruitment policy, which is ongoing throughout the year to ensure flexibility of service delivery and to ensure the contractual obligations set by our funders is met.</p> <p>Retention and development of staff is actively encouraged. The organisation ensures staff wellbeing is maintained through regular support and supervision. Additional benefits are available such as</p> <p>staff discounts, access to health cover, enhanced pension, travel expenses and cycle to work scheme.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Respite Care Service	Domiciliary Support Service	None

Service: Respite Care Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	23/08/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Gail Myra GordonAge Cymru Gwent 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?	97

Service management

Responsible Individual(s)	Gail Gordon
Manager(s)	Clare Johnson

Service contact details

Service Telephone Number	01633740013
Service Contact Email Address	respite@agecymrugwent.org

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>During the last financial year Quality of compliance reports were completed by the Responsible Individual and an Independent Quality & Advice Manager that is working for the Organisation. The Registered Manager obtains regular feedback from Carer's engaging with the Service and Feedback forms are issued by post to service users which provides an opportunity to provide anonymous feedback if they wish. These evaluations cover their relationships with the care workers, the length and timing of visits, the benefits derived and the potential impact of any reduction/loss of service. Issues arising from the evaluations are, as far as possible, taken into account in visit planning and service management.</p>
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Compliance and quality statement

<p>Inspected - Areas for Improvement</p> <p>Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act.</p> <p>We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£28.60
The maximum hourly rate payable during the last financial year?	£30.00

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)	5
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Care Worker	6	0
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	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

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
Care Worker	All staff have completed	All staff have completed
Other Staff	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	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

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	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	Not relevant to this staff group	Not relevant to this staff group
Care Worker	Not relevant to this staff group	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
Care Worker	6	0	0
Other Staff	1	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
Care Worker	0	0
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
Care Worker	0	6
Other Staff	0	1

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
Care Worker	5	1
Other Staff	1	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
Care Worker	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	There are no typical shift patterns for the service as only Respite Care is offered in the persons own home. It is service user led based on their particular requirements and may not be a set pattern each week.