

Complete Care and Enablement Services Ltd and CareTech Community Services 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: Complete Care and Enablement Services Ltd and CareTech Community Services Limited

Provider summary

Training and workforce planning arrangements

Regulated services delivered by this provider

Service: Complete Care and Enablement Services Limited

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: Complete Care and Enablement Services Ltd and CareTech Community Services Limited

Provider summary

The provider was registered on:	29/05/2019
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.	Mandatory Training Courses Include, Medication, Emergency First Aid, Fire Training, Food Safety, Infection Control, Manual Handling, Safeguarding, Maybo, Mental Capacity Act, Dols. As A Company, We Are afforded The Use Of Our Internal Training Centre And Source Specialist And Bespoke Training, In Line With The Individual They Are Supporting. Staff Are Expected To Obtain Or Working Towards QCF Level 2 Or 3, Health And Social Care Depending On Experience And Role, Team Leaders offered QCF 4/5
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our regional resourcing team (with advanced training on safer recruitment processes) support local managers with this process. Our organisations safe recruitment policy is upheld at all times. We have introduced the Real Living Wage, offered recruitment bonus such as Refer a friend (£500) Have began processes of offering Visa Sponsorships and links with overseas workers. We offer flexi working contracts and opportunities for development for all our employees

Regulated services delivered by this provider

Service name	Service type	Type of care
Complete Care and Enablement Services Limited	Domiciliary Support Service	None

Service: Complete Care and Enablement Services Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	- The responsible individual for this service is deana Marie whittle - Complete Care and Enablement Services Ltd and CareTech Community Services Limited are 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?	17

Service management

Responsible Individual(s)	Deana Whittle
Manager(s)	Kimberley Armour

Service contact details

Service Telephone Number	01352711569
Service Contact Email Address	Kimberley.Armour@caretech-uk.com

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

Supported Individuals/Team meetings. Person Centred Reviews Commissioner Reviews Surveys/feedback forms RI visits Locality manager visits Family visits Newsletters Advocacy services Social events

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?	£22.97
The maximum hourly rate payable during the last financial year?	£23.40

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)	22
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	1	2
Care Worker	30	4
Other Staff	1	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	All staff have completed	Not relevant to this staff group

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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
Other Staff	Not relevant to this staff group	Not relevant to this staff group

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group
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	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing
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
Senior Care Worker	1	0	0
Care Worker	23	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
Senior Care Worker	0	0
Care Worker	7	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
Senior Care Worker	1	0
Care Worker	23	7
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
Senior Care Worker	1	0
Care Worker	9	5
Other Staff	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
Senior Care Worker	0	0
Care Worker	0	0
Other Staff	0	1

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Fully Flexible 37.5 Hours
Care Worker	5 working days

