

Focus Care Wales 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.

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Provider: Focus Care Wales Limited

Provider summary

| | |
|--|--|
| The provider was registered on: | 11/07/2018 |
| 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. | During the last financial year, we maintained a structured approach to identifying and meeting the training needs of our staff. We carried out regular staff supervision sessions and annual appraisals to assess individual training needs based on their roles, responsibilities, and development goals. A training matrix was maintained and regularly updated to track mandatory and role-specific training, ensuring compliance with regulatory requirements. |
| Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider. | Over the last financial year, we implemented several strategies to support the effective recruitment and retention of staff within the service. Our recruitment process remained robust and values-based, ensuring that candidates not only met the necessary qualifications and experience but also aligned with the ethos of the service. We advertised vacancies across multiple platforms including job boards, social media, and local networks to reach a diverse pool of applicants. |

Regulated services delivered by this provider

| Service name | Service type | Type of care |
|----------------------|-----------------------------|--------------|
| Focus Care Wales Ltd | Domiciliary Support Service | None |

Service summary

| | |
|--|---|
| Service Type | Domiciliary Support Service |
| Type of Care | None |
| Approval Date | 11/07/2018 |
| Maximum number of places | 0 |
| Partnership Area | North Wales |
| Service Conditions | <ul style="list-style-type: none">The responsible individual for this service is Anna RoseFocus Care Wales 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? | 12 |

Service management

| | |
|---------------------------|-----------|
| Responsible Individual(s) | Anna Rose |
| Manager(s) | Anna Rose |

Service contact details

| | |
|-------------------------------|--|
| Service Telephone Number | 01492573704 |
| Service Contact Email Address | info@focuscarewales.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

| |
|---|
| <p>Consulting with People Who Use the Service During the last financial year, we made a range of arrangements to consult with people who use the service to gather their views on its operation and identify areas for improvement. These included: Regular feedback sessions and one-to-one conversations with individuals receiving care, tailored to their communication preferences and needs. Surveys and questionnaires distributed at regular intervals, focusing on satisfaction, quality of care, and suggestions for improvement. Resident and family meetings, offering a platform for open discussion about service delivery, environment, and day-to-day experiences. Co-production forums, where people were invited to participate in decision-making about activities, care planning, and policy updates. Suggestion boxes and digital feedback tools to capture anonymous input from people who may feel less comfortable speaking out directly.</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? | £23.76 |
| The maximum hourly rate payable during the last financial year? | £25.84 |

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) | 11 |
|--|----|

Posts and vacancies

| Role type | No. of staff in post | Total vacancies |
|--------------------|----------------------|-----------------|
| Manager | 1 | 0 |
| Deputy Manager | 1 | 0 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 10 | 5 |

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 | 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 |

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 | 2 | 0 | 0 |
| Care Worker | 8 | 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 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 2 | 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 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 6 | 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 |
| Senior Care Worker | 2 | 0 |
| Care Worker | 8 | 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 |
| Deputy Manager | 0 | 0 |
| Senior Care Worker | 0 | 0 |
| Care Worker | 0 | 0 |

Typical shift patterns

| Role type | Typical shift patterns |
|--------------------|---|
| Senior Care Worker | Day shifts 7am-5pm Eveining shifts 5pm-10pm Night shifts 10pm-7am |
| Care Worker | Day shifts 7am-5pm Eveining shifts 5pm-10pm Night shifts 10pm-7am |

