

Rowan Care 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 summary

The provider was registered on:	05/08/2019
The following lists the provider conditions:	There are no conditions associated to the provider

Training and workforce planning arrangements

<p>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</p>	<p>Induction and Core Training:</p> <p>All new staff completed a comprehensive induction programme in line with the All Wales Induction Framework. This covered essential areas such as safeguarding, infection control, manual handling, health and safety, and person-centred care.</p> <p>Training Needs Analysis:</p> <p>Managers conducted regular reviews of staff training records and performance through supervision sessions, appraisals, and observations of practice. This helped to identify individual and team training needs</p>
<p>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</p>	<p>Recruitment and Retention of Staff</p> <p>During the last financial year, we continued to implement a range of measures to support the recruitment and retention of a skilled, dedicated, and consistent workforce. Our approach included:</p> <p>Safe and Values-Based Recruitment:</p> <p>All recruitment processes were carried out in line with safer recruitment practices and regulatory requirements. This included enhanced DBS checks, verified references, and structured interviews that focused on values</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Rowan Care Limited	Domiciliary Support Service	None

Service: Rowan Care Limited

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	05/08/2019
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 RoseRowan Care 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?	9

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>During the last financial year, we put in place several arrangements to consult with people who use the service, ensuring their views shaped the way the service was delivered and developed. These included: Regular one-to-one discussions between staff and individuals using the service, allowing for personalised feedback and informal day-to-day input. Satisfaction surveys conducted periodically to gather views on the quality of care, staff support, communication, and overall experience. Resident or service user meetings, where people were encouraged to express opinions on meal choices, activities, routines, and any changes to the environment. Family and representative feedback, where appropriate, to gain broader insight into how well the service meets individual needs. Complaints, compliments, and suggestions were logged and reviewed to identify themes and opportunities for improvement. Where appropriate, we also used advocates or communication aids to ensure people with communicatio</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?	£25.10
The maximum hourly rate payable during the last financial year?	£26.10

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
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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	4	2

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	4	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	0	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	0	2
Care Worker	4	0

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	2	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 9am-5pm 2 staff
Care Worker	day shifts 7am-9pm 4 staff

