

# Deecare LTD

## Annual Return 2025/2026

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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: Deecare LTD

### Provider summary

The provider was registered on:	13/02/2019
The following lists the provider conditions:	There are no conditions associated to the provider

### Training and workforce planning arrangements

<b>Arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider.</b>	All new care staff follow the AWIF within a 12 week period, We then continue to identify training needs through a number of different channels, such as supervisions, monitoring checks and competency, if any needs identified, Senior carer/training manager attended Moving and Handling Passport train the trainer, Safeguarding train the trainer and Medication train the trainer to allow us to train staff in house. All staff being retrained in safeguarding, medication.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	<p>Ongoing recruitment campaign to attract care staff. advertise on indeed, offer current staff bonus if introduce a carer.</p> <p>We appreciate carers should have a healthy work life balance, we offer a great deal of flexible hours that work for them and their families.</p> <p>we support care staff professionally in their role and personally.</p> <p>We believe that having a healthy relationship with care staff enhances their development and job satisfaction.</p> <p>Pay excellent rates of pay, enhanced rates for bank holiday</p>

### Regulated services delivered by this provider

Service name	Service type	Type of care
Deecare Ltd	Domiciliary Support Service	None

## Service: Deecare Ltd

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/02/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none"><li>Deecare LTD is registered to provide a domiciliary support service in North Wales regional partnership area</li><li>The responsible individual for this service is Stephen O'Brien</li></ul>
How many people in total did the service provide care and support to during the last financial year?	81

### Service management

Responsible Individual(s)	Stephen O'Brien
Manager(s)	Ann Bartley

### Service contact details

Service Telephone Number	<a href="tel:01244821050">01244821050</a>
Service Contact Email Address	<a href="mailto:admin@deecare.co.uk">admin@deecare.co.uk</a>

### 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>We have a quality assurance program, this includes gathering feedback from all parties involved in providing care, feedback is gathered by questionnaires or verbally through review of clients care package, We encourage feedback to evaluate the care being delivered this is gathered from relationships with care practitioners ,clients, families and advocates. All the information we gather is reviewed by the Registered Manager and RI were we sanction any action necessary to improve our service delivery. We produce a report to monitor all feed back and actions taken. The RI completes a full report every 3 months reviewing all areas of the business.</p>
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### Compliance and quality statement

<p><b>Inspected - Areas for Improvement</b></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>
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### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.28
The maximum hourly rate payable during the last financial year?	£33.56

### Complaints processed by the service

Total number of formal complaints made during the last financial year	4
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	3

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	15
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#### 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)	1	0
Senior Care Worker	1	0
Care Worker	18	2

### 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
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	Working towards all staff completing	All staff have completed
Supervisory Staff (not providing direct care)	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	Working towards all staff completing
Deputy Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	All staff have completed	Working towards all staff completing
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	1	0	0
Care Worker	0	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
Senior Care Worker	0	0
Care Worker	0	18

##### 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)	1	0
Senior Care Worker	1	0
Care Worker	11	7

#### Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Deputy Manager	0	1
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	0
Care Worker	7	0

#### Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am - 2pm = 1 , 3.30pm - 10.pm = 1
Care Worker	7am - 2pm = 8 , 3.30pm - 10pm = 5