

# SSDN HEALTH CARE LTD

## 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: SSDN HEALTH CARE LTD](#)

- [Provider summary](#)
- [Training and workforce planning arrangements](#)
- [Regulated services delivered by this provider](#)

### [Service: Kumra Care Powys](#)

- [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](#)

### [Service: Kumra Care West Glamorgan](#)

- [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 summary**

<b>The provider was registered on:</b>	13/05/2025
<b>The following lists the provider conditions:</b>	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>	New staff complete a week-long classroom induction aligned with AWIF and Social Care Wales requirements. It covers topics such as infection control, PPE, dementia, food hygiene, equality, and inclusion. Training also includes the Social & Wellbeing Act, All Wales Safeguarding Procedures, and Manual Handling. Staff receive additional training tailored to the needs of the people they support, such as dementia care, medication MAR processes (local authority requirements), and well-being and record-
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	Our recruitment arrangements included advertising vacancies through indeed, pre-employment and RTW checks, references and face-to-face interviews to support safe recruitment practices. We support staff retention through supervisions, team meetings, appraisals, paid training opportunities, QCF qualifications, and covering SCW and DBS costs. We aimed to promote staff development, recognise contributions, and maintain a positive and inclusive working environment.

**Regulated services delivered by this provider**

<b>Service name</b>	<b>Service type</b>	<b>Type of care</b>
Kumra Care West Glamorgan	Domiciliary Support Service	None
Kumra Care Powys	Domiciliary Support Service	None

## Service: Kumra Care Powys

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	03/07/2025
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none"><li>SSDN HEALTH CARE LTD is registered to provide a domiciliary support service in Powys regional partnership area</li><li>The responsible individual for this service is Jatin Kumra</li></ul>
How many people in total did the service provide care and support to during the last financial year?	7

### Service management

Responsible Individual(s)	Jatin Kumra
Manager(s)	Maria Everton

### Service contact details

Service Telephone Number	<a href="tel:01792000357">01792000357</a>
Service Contact Email Address	<a href="mailto:support@kumracare.co.uk">support@kumracare.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>During the last financial year, Kumra Care registered the service in Powys with the intention of joining the local framework; however, we were unable to secure a contract award during this period. As a result, we supported only one individual within the Powys region, with support being delivered directly by the Registered Manager. Consultation arrangements included regular one-to-one discussions during support and review calls to understand the individual's wishes, needs, preferences, and feedback regarding the service provided. Feedback and outcomes from these discussions were documented and used to review support delivery where required. Although operating on a small scale during the year, we remained committed to ensuring the individual's voice shaped the support they received and informed any adjustments to service delivery.</p>
---

### Compliance and quality statement

<p><b>Not Inspected - Improvements Underway</b></p> <p>We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.</p>
--

### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22
The maximum hourly rate payable during the last financial year?	£25

### 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)	1
--	---

#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	1	0

### 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
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
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
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
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
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	0	0	0
Deputy Manager	0	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	1
Deputy Manager	0	1
Care Worker	0	1

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	0	1
Care Worker	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
Deputy Manager	1	0
Care Worker	0	1

##### 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
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Care Worker	Flexible shift pattern

## Service: Kumra Care West Glamorgan

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/05/2025
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none"><li>SSDN HEALTH CARE LTD is registered to provide a domiciliary support service in West Glamorgan regional partnership area</li><li>The responsible individual for this service is Jatin Kumra</li></ul>
How many people in total did the service provide care and support to during the last financial year?	7

### Service management

Responsible Individual(s)	Jatin Kumra
Manager(s)	Maria Everton

### Service contact details

Service Telephone Number	<a href="tel:01792000357">01792000357</a>
Service Contact Email Address	<a href="mailto:support@kumracare.co.uk">support@kumracare.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	<ul style="list-style-type: none"><li>Welsh</li></ul>
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, Kumra Care supported 6 individuals within the Swansea region. Our consultation arrangements included regular one-to-one discussions during care delivery, review meetings, and routine communication to understand each individual's wishes, needs, preferences, and feedback regarding the support provided. Feedback and outcomes from these discussions were documented and used to review and adjust support arrangements where required. We remained committed to ensuring that the views of people using the service shaped the support they received and contributed to the ongoing development and improvement of our service delivery.</p>
--

### Compliance and quality statement

<p><b>Not Inspected - Improvements Underway</b></p> <p>We were not inspected by Care Inspectorate Wales during the reporting period. However, through our own checks, we identified areas where we needed to strengthen our approach to meet the standards under section 27(1) of the 2016 Act. We've taken action to make those changes and will keep monitoring progress. Our priority is to ensure people receive care, which is responsive, supportive, and focused on their individual needs.</p>
--

### Fees charged by the service

The minimum hourly rate payable during the last financial year?	£22
The maximum hourly rate payable during the last financial year?	£25

### 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)	1
--	---

#### Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	1	0

### 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
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
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
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
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
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	0	0	0
Deputy Manager	0	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	1
Deputy Manager	0	1
Care Worker	0	1

#### Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Deputy Manager	0	1
Care Worker	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
Deputy Manager	1	0
Care Worker	0	1

##### 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
Care Worker	0	0

#### Typical shift patterns

Role type	Typical shift patterns
Care Worker	Flexible shift pattern