

Phoenix Homecare and Support 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: Phoenix Homecare and Support Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: Phoenix Homecare and Support Ltd \(Powys\)](#)

[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: Phoenix Homecare and Support Limited \(North Wales\)](#)

[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: Phoenix Homecare and Support Limited

Provider summary

The provider was registered on:	31/05/2019
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.	A full induction programme that goes beyond minimum standards, incorporating core modules, practical elements, scenario-based learning, and shadowing. This helps ensure that new staff are confident and competent before working independently. Annual mandatory refresher training, including manual handling (All Wales Passport), safeguarding, dementia, infection control, health and safety, and other key areas. This is supported by a clear training matrix to track expiry dates and prompt renewal.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	We have a dedicated Recruitment Manager that is responsible for recruiting all the staff that we employ. The managers are well trained to monitor, mentor and support our staff teams to ensure that they are well and are happy within their role. This is overseen by the Senior Management and any issues are identified and resolved quickly, Staff Moral is a major part of this process and retention. Our staff team is treated with dignity and respect at all times to ensure a happy workforce.

Regulated services delivered by this provider

Service name	Service type	Type of care
Phoenix Homecare and Support Limited (North Wales)	Domiciliary Support Service	None
Phoenix Homecare and Support Ltd (Powys)	Domiciliary Support Service	None

Service: Phoenix Homecare and Support Ltd (Powys)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	29/08/2019
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">Phoenix Homecare and Support Limited is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Kelly Danielle Williams
How many people in total did the service provide care and support to during the last financial year?	127

Service management

Responsible Individual(s)	Kelly Williams
Manager(s)	Vita Dyer

Service contact details

Service Telephone Number	01982 559412
Service Contact Email Address	vita@phoenixhomecareandsupport.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>We completed Quality Assurance questionnaires for the Service users. We send out Newsletters to the Service users about any changes that have been implemented. We discuss any changes or their thoughts with the Service users at three monthly reviews and feedback and changes that we have implemented as needed. We ensure that all the Service users are aware of how to discuss anything they wish to discuss.</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?	£26.92
The maximum hourly rate payable during the last financial year?	£32.87

Complaints processed by the service

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

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	51
--	----

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)	3	0
Senior Care Worker	4	0
Care Worker	42	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
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	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

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
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

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)	3	0	0
Senior Care Worker	4	0	0
Care Worker	37	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	5	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
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	4	0
Care Worker	22	20

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	0	1
Supervisory Staff (not providing direct care)	3	0
Senior Care Worker	4	0
Care Worker	20	21

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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Day shift 0700-1400 15 staff, evening shift 1600-2200 2 staff
Care Worker	Day shift 0700-1400 15 staff, evening shift 1600-2200 12 staff

Service: Phoenix Homecare and Support Limited (North Wales)

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	31/05/2019
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">Phoenix Homecare and Support Limited is registered to provide a domiciliary support service in North Wales regional partnership areaThe responsible individual for this service is Kelly Danielle Williams
How many people in total did the service provide care and support to during the last financial year?	151

Service management

Responsible Individual(s)	Kelly Williams
Manager(s)	Laura Gittins

Service contact details

Service Telephone Number	01978311617
Service Contact Email Address	kelly@phoenixhomecareandsupport.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>We complete three monthly reviews with all service users and staff, by an allocated manager. We complete Quality Assurance questionnaires quarterly. We enable Service users and staff to call, email or visit the office with any concerns they may have. We have an internal messaging service for our staff to speak to a manager instantly. We operate an on call service which allows staff and Service Users to contact management as and when needed. We have a robust management team that call service users to check in and make sure everything is running smoothly with their package of care and review their care plans as needed.</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?	£27.80
The maximum hourly rate payable during the last financial year?	£30.00

Complaints processed by the service

Total number of formal complaints made during the last financial year	2
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	1

Staff working at the service

Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	59
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	54	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	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
Supervisory Staff (not providing direct care)	4	0	0
Care Worker	45	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	9	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Supervisory Staff (not providing direct care)	4	0
Care Worker	21	33

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
Supervisory Staff (not providing direct care)	2	2
Care Worker	22	32

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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Day Shift 0700-1400 18 staff. Evening Shift 1500-2300 14 staff