

Adferiad Recovery

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: Adferiad Recovery](#)

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

[Service: Adferiad Recovery West Glamorgan Domiciliary Support Service](#)

- [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: Parkland Place](#)

- [Service summary](#)
- [Service management](#)
- [Service contact details](#)
- [Languages used at the service](#)
- [Service facilities and accommodation](#)
- [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: Adferiad Recovery Crossroads Powys Domiciliary Support Service](#)

- [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: Adferiad Recovery North Wales Domiciliary Support Service](#)

- [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: Adferiad Recovery Cardiff & The Vale Domiciliary Support Service](#)

- [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: Adferiad Cwm Taf Morgannwg Domiciliary Support Service](#)

[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: Adferiad Recovery West Wales Domiciliary Support Services](#)

[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: Adferiad Recovery

Provider summary

The provider was registered on:	31/07/2019
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.	<p>Head of Training leads on:</p> <p>Crafting quarterly training schedules</p> <p>Executing an online booking system</p> <p>Utilising in-house trainers with qualifications</p> <p>Operating as an accredited learning centre</p> <p>Providing both virtual & in-person training sessions</p> <p>Utilising platforms like Social Care TV & iHasco</p> <p>Training staff to create learning & development plans with each employee</p> <p>Tracking trends from staff feedback and updating the training schedule accordingly</p> <p>Managers conduct staff supervisions appraisals</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>Recruiting and retaining talent underpins our success, we enable this by utilising multiple attraction channels and by adhering to disability confidence protocols. We pay the real living wage foundation with enhancements for unsocial hours and bank holidays, including travel time and expenses payment. We offer an excellent staff benefits and incentives package and a comprehensive training and career development framework. All Social Care Wales / DBS fees all paid by Adferiad.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Adferiad Recovery West Wales Domiciliary Support Services	Domiciliary Support Service	None
Adferiad Recovery Crossroads Powys Domiciliary Support Service	Domiciliary Support Service	None
Adferiad Cwm Taf Morgannwg Domiciliary Support Service	Domiciliary Support Service	None
Adferiad Recovery North Wales Domiciliary Support Service	Domiciliary Support Service	None
Adferiad Recovery Cardiff & The Vale Domiciliary Support Service	Domiciliary Support Service	None
Adferiad Recovery West Glamorgan Domiciliary Support Service	Domiciliary Support Service	None
Parkland Place	Care Home Service	Adults Without Nursing

Service: Adferiad Recovery West Glamorgan Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">Adferiad Recovery is registered to provide a domiciliary support service in West Glamorgan regional partnership areaThe responsible individual for this service is Rhiannon Mary Luke
How many people in total did the service provide care and support to during the last financial year?	0

Service management

Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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

Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure) <ul style="list-style-type: none">• Face to face conversations with staff• Formal Reg 73 visits by our Responsible Individual• Anonymised questionnaires inc. Quality Care Evaluations• CIW Inspections• External ISO audits• Reviews of care plans• Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log
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Compliance and quality statement

Not Inspected - Strong Internal Checks <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£0
The maximum hourly rate payable during the last financial year?	£0

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)	0
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Service: Parkland Place

Service summary

Service Type	Care Home Service
Type of Care	Adults Without Nursing
Approval Date	31/07/2019
Maximum number of places	16
Service Conditions	<ul style="list-style-type: none">• The responsible individual for this service is Kimberley Ellis• A maximum of 16 individuals can be accommodated at this service• CAIS Ltd is registered to provide a Care Home Service at Parkland Place, 100 Llanellian Road Old Colwyn, Colwyn Bay LL29 9UH
How many people in total did the service provide care and support to during the last financial year?	213

Service management

Responsible Individual(s)	Kimberley Ellis
Manager(s)	Cheryl Williams

Service contact details

Service Telephone Number	01492203421
Service Contact Email Address	ciwnotifications@adferiad.org

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">• Welsh
Non-verbal communication methods used at the service	There are no non verbal communication methods used at the service

Service facilities and accommodation

<ul style="list-style-type: none">• Access to minibus or other transport• Close to local shops / amenities• Garden(s)• Gym / sports facilities• Internet access• Laundry service• Library• Lifts• Near public transport• Number of bathrooms with assisted bathing facilities: 0• Number of bedrooms with en-suite facilities: 16• Number of communal lounges: 2• Number of dining rooms: 0• Number of shared bedrooms: 0• Number of single bedrooms: 16• On-site parking• Outdoor seating / entertainment area• Quiet areas• Sensory areas• TV point
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Engagement with people using the service

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activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log

Compliance and quality statement

Inspected - Delivering Quality Care

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.

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.

Fees charged by the service

The minimum weekly fee payable during the last financial year?	£1700
The maximum weekly fee payable during the last financial year?	£2487.50

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)	14
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	1	0
Care Worker	11	0
Domestic staff	1	0
Catering staff	1	1
Other Staff	4	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Care Worker	All staff have completed	Not relevant to this staff group
Domestic staff	Not relevant to this staff group	Not relevant to this staff group
Catering staff	Not relevant to this staff group	Not relevant to this staff group
Other Staff	All staff have completed	Not relevant to this staff group

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
Domestic staff	All staff have completed	All staff have completed
Catering staff	All staff have completed	All staff have completed
Other Staff	All staff have completed	Not relevant to this staff group

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
Care Worker	8	0	0
Domestic staff	1	0	0
Catering staff	1	0	0
Other Staff	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
Care Worker	3	0
Domestic staff	0	0
Catering staff	0	0
Other Staff	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
Care Worker	6	5
Domestic staff	1	0
Catering staff	1	0
Other Staff	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	0	1
Care Worker	11	0
Domestic staff	1	0
Catering staff	1	0
Other Staff	4	0

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
Domestic staff	0	0
Catering staff	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Week 1 - Mon, Tues, Sat, Sun 07:00am-19:30pm Week 2 - Weds, Thurs, Fri, 07:00am-19:30pm Night shift 3 on 3 off

Service: Adferiad Recovery Crossroads Powys Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	Powys
Service Conditions	<ul style="list-style-type: none">Adferiad Recovery is registered to provide a domiciliary support service in Powys regional partnership areaThe responsible individual for this service is Naomii Rachel Oakley
How many people in total did the service provide care and support to during the last financial year?	26

Service management

Responsible Individual(s)	Naomii Oakley
Manager(s)	Gareth Hughes

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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>Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure)</p> <ul style="list-style-type: none">• Face to face conversations with staff• Formal Reg 73 visits by our Responsible Individual• Anonymised questionnaires inc. Quality Care Evaluations• CIW Inspections• External ISO audits• Reviews of care plans• Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc <p>Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc</p> <p>Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log</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?	£21.74
The maximum hourly rate payable during the last financial year?	£21.74

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)	10.90
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Care Worker	11	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)	1	0	0
Care Worker	11	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	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	0	1
Supervisory Staff (not providing direct care)	1	0
Care Worker	7	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	7	4

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	Night Shift - 21:00-07:00 E1 and E2 - 07:00 - 14:30 Extra Care 09:00-17:00 D Shift 07:30-20:00 L1 and L2 14:30-21:15

Service: Adferiad Recovery North Wales Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	North Wales
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Naomii Rachel OakleyAdferiad Recovery 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?	32

Service management

Responsible Individual(s)	Naomii Oakley
Manager(s)	Gareth Hughes

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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

Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure) <ul style="list-style-type: none">• Face to face conversations with staff• Formal Reg 73 visits by our Responsible Individual• Anonymised questionnaires inc. Quality Care Evaluations• CIW Inspections• External ISO audits• Reviews of care plans• Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log
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Compliance and quality statement

Not Inspected - Strong Internal Checks <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£17.91
The maximum hourly rate payable during the last financial year?	£21.91

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)	15.30
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Senior Care Worker	1	0
Care Worker	16	1

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
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
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
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	Not relevant to this staff group
Senior Care Worker	All staff have completed	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	2	0	0
Senior Care Worker	1	0	0
Care Worker	14	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
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	2	0
Senior Care Worker	1	0
Care Worker	2	14

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	2
Senior Care Worker	1	0
Care Worker	10	6

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
Senior Care Worker	0	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Mon-Fri 09:00-17:00
Care Worker	Variou shifts including sleep ins we have 2-waking nights members of staff -22:00-10:00 Day shifts are 08:00-20:00 one member of the team does 11:00-19:00

Service: Adferiad Recovery Cardiff & The Vale Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Adferiad Recovery is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Rhiannon Mary Luke
How many people in total did the service provide care and support to during the last financial year?	44

Service management

Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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

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Compliance and quality statement

Not Inspected - Strong Internal Checks <p>Although we were not inspected by Care Inspectorate Wales during the reporting period, we regularly review the care and support we provide. These reviews give us confidence people are receiving safe, person-centred care which meets their needs and supports their wellbeing.</p> <p>We are confident our service meets the standards set out under section 27(1) of the 2016 Act.</p>

Fees charged by the service

The minimum hourly rate payable during the last financial year?	£26.12
The maximum hourly rate payable during the last financial year?	£26.36

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)	9
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Deputy Manager	2	1
Care Worker	14	4

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	Working towards all staff completing	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	Working towards all staff completing	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Working towards all staff completing	All staff have completed
Deputy Manager	Working towards all staff completing	All staff have completed
Care Worker	Working towards all staff completing	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

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	Working towards all staff completing	Working towards all staff completing

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	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
Care Worker	6	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Deputy Manager	2	0
Care Worker	0	14

Staff qualifications

Hold required qualification & Working towards required qualification - not apprenticeship

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	0	0
Deputy Manager	0	0
Care Worker	6	0

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Deputy Manager	2	0
Care Worker	1	0

Typical shift patterns

Role type	Typical shift patterns
Care Worker	Malvern & Blenheim - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. or Shift of 8 a.m. - 4 p.m. Average of 2 staff on in each. Rota also covers shifts in Brithdir & flats which are 9 a.m. - 5 p.m. and 8 a.m. - 9 p.m. depending on hours. Average 2 -3 staff on.

Service: Adferiad Cwm Taf Morgannwg Domiciliary Support Service

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	Cwm Taf Morgannwg
Service Conditions	<ul style="list-style-type: none">Adferiad Recovery is registered to provide a domiciliary support service in Cwm Taf Morgannwg regional partnership areaThe responsible individual for this service is Rhiannon Mary Luke
How many people in total did the service provide care and support to during the last financial year?	16

Service management

Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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

Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure) <ul style="list-style-type: none">• Face to face conversations with staff• Formal Reg 73 visits by our Responsible Individual• Anonymised questionnaires inc. Quality Care Evaluations• CIW Inspections• External ISO audits• Reviews of care plans• Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log
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Compliance and quality statement

Inspected - Delivering Quality Care <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>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£21
The maximum hourly rate payable during the last financial year?	£28.87

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)	6.29
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Senior Care Worker	2	0
Care Worker	8	0

Training undertaken

Induction and Health & Safety

Role type	Induction	Health & Safety
Manager	All staff have completed	All staff have completed
Senior Care Worker	Working towards all staff completing	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	Working towards all staff completing
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	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

Positive Behaviour Management and Food Hygiene

Role type	Positive Behaviour Management	Food Hygiene
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	2	0	0
Senior Care Worker	2	0	0
Care Worker	5	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
Senior Care Worker	0	0
Care Worker	3	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Senior Care Worker	1	1
Care Worker	0	8

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
Senior Care Worker	2	0
Care Worker	4	2

Working towards required qualification - apprenticeship & Qualification not required for role

Role type	Working towards required qualification - apprenticeship	Qualification not required for role
Manager	1	0
Senior Care Worker	0	0
Care Worker	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Abergorki - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. All shifts are Loneworking (One staff on at a time). Bridgend - 7 Day a week Rota. Shift Pattern of 8 a.m. - 4 p.m. or afternoon / evening 2 p.m. - 10 p.m - most shifts are loneworking
Care Worker	Abergorki - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. All shifts are Loneworking (One staff on at a time). Bridgend - 7 Day a week Rota. Shift Pattern of 8 a.m. - 4 p.m. or afternoon / evening 2 p.m. - 10 p.m - most shifts are loneworking

Service: Adferiad Recovery West Wales Domiciliary Support Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	13/08/2021
Maximum number of places	0
Partnership Area	West Wales
Service Conditions	<ul style="list-style-type: none">Adferiad Recovery is registered to provide a domiciliary support service in West Wales regional partnership areaThe responsible individual for this service is Rhiannon Mary Luke
How many people in total did the service provide care and support to during the last financial year?	41

Service management

Responsible Individual(s)	Rhiannon Luke
Manager(s)	Michelle Miscisz

Service contact details

Service Telephone Number	01792816600
Service Contact Email Address	info@adferiad.org

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

Adferiad encourage and welcome all feedback, both positive and negative. Learning and Reflection is one of Adferiad's core values, embedded throughout the organisation. We gather feedback from clients via (ISO:9001 approved procedure) <ul style="list-style-type: none">• Face to face conversations with staff• Formal Reg 73 visits by our Responsible Individual• Anonymised questionnaires inc. Quality Care Evaluations• CIW Inspections• External ISO audits• Reviews of care plans• Partnership meetings - dedicated user involvement groups where staff & clients formally discuss the project including service improvements, activities, approach, scope, job descriptions for staff etc Details on how to feedback including a dedicated how to make a complaint guide is provided both digitally & in paper, in service user guides, within our statement of purpose, on notice boards etc Details of advocacy services (inc. complaints) are always highlighted & promoted. Feedback is recorded & analysed through our continuous improvement log
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Compliance and quality statement

Inspected - Delivering Quality Care <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>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£23.15
The maximum hourly rate payable during the last financial year?	£26.65

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	0
Number of complaints partially upheld	4
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)	18
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Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	4	1
Care Worker	24	3

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	Working towards all staff completing

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	Working towards all staff completing
Supervisory Staff (not providing direct care)	All staff have completed	All staff have completed
Senior Care Worker	All staff have completed	Working towards all staff completing
Care Worker	All staff have completed	Working towards all staff completing

Manual Handling and Safeguarding

Role type	Manual Handling	Safeguarding
Manager	Not relevant to this staff group	All staff have completed
Deputy Manager	Not relevant to this staff group	All staff have completed
Supervisory Staff (not providing direct care)	Not relevant to this staff group	All staff have completed
Senior Care Worker	Not relevant to this staff group	All staff have completed
Care Worker	Not relevant to this staff group	Working towards all staff completing

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Not relevant to this staff group
Deputy Manager	Working towards all staff completing	Not relevant to this staff group
Supervisory Staff (not providing direct care)	Not relevant to this staff group	Not relevant to this staff group
Senior Care Worker	Working towards all staff completing	Not relevant to this staff group
Care Worker	Working towards all staff completing	Not relevant to this staff group

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	Working towards all staff completing
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	Working towards all staff completing

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	2	0	0
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	4	0	0
Care Worker	18	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	6	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	2	0
Deputy Manager	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	2
Care Worker	0	24

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	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	3	0
Care Worker	18	0

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	1	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	1	0
Care Worker	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Gloucester Terrace - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. or Shift of 8 a.m. - 4 p.m. and evening shift of 2 p.m. - 10p.m. Rota covers Step down and flats which are 9 a.m. - 5 p.m. - Average 3 - 4 staff on. Ceredigion - 7 Day a week service - 8 a.m. to 6 p.m. average of 2 staff on. Llanelli & Pantyboblen - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. All shifts are Loneworking (One staff on at a time)
Care Worker	Gloucester Terrace - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. or Shift of 8 a.m. - 4 p.m. and evening shift of 2 p.m. - 10p.m. Rota covers Step down and flats which are 9 a.m. - 5 p.m. - Average 3 - 4 staff on. Ceredigion - 7 Day a week service - 8 a.m. to 6 p.m. average of 2 staff on. Llanelli & Pantyboblen - 24 hour shift - planned rota across all staff 10 a.m. to 11 p.m. - S/O - 7 a.m. - 10.30 a.m. All shifts are Loneworking (One staff on at a time)