

My Care My Home 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: My Care My Home Limited](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

[Service: South Wales Branch My Care My Home](#)

[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: My Care My Home Limited

Provider summary

The provider was registered on:	03/04/2019
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.	We use a mix of e-learning, practical and virtual training for new and existing employees. New employees attend a full induction programme and existing employees complete yearly refresher training unless retraining has been identified when checks are completed within the community. We have introduced some workshops to provide further learning. Employees are encouraged through supervision to identify their own training needs. Our matrix identifies due dates so that we can plan training in advance
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Our recruitment is ongoing. We use a mix of social media and job boards for attracting staff, refer a friend and sponsorship opportunities. We offer a mix of hours and work around each persons circumstances. We employ walkers and drivers. We are a living wage provider and also offer fuel cards for our drivers. We provide opportunities for progression and an opportunity to complete a qualification. We have an open door policy and offer an employee assistance programme to all employees.

Regulated services delivered by this provider

Service name	Service type	Type of care
South Wales Branch My Care My Home	Domiciliary Support Service	None

Service: South Wales Branch My Care My Home

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	16/05/2019
Maximum number of places	0
Partnership Area	Gwent
Service Conditions	<ul style="list-style-type: none">The responsible individual for this service is Joanne DaviesMy Care My Home Limited is registered to provide a domiciliary support service in the Gwent regional partnership area.
How many people in total did the service provide care and support to during the last financial year?	173

Service management

Responsible Individual(s)	Joanne Davies
Manager(s)	Joanne Davies

Service contact details

Service Telephone Number	02921673590
Service Contact Email Address	info@mycaremyhome.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 reviews after 4 weeks of the provision of care and support. 3 monthly reviews are completed and we also attend joint reviews with the local authority. During each of these reviews the individual and their family members are asked to provide feedback on the service they receive. We have also sent out a survey but the response rate has been poor.</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?	£28.75
The maximum hourly rate payable during the last financial year?	£57.50

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)	20
--	----

Posts and vacancies

Role type	No. of staff in post	Total vacancies
Manager	1	0
Senior Care Worker	2	0
Care Worker	51	0
Planner	2	0

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
Planner	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
Planner	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	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	All staff have completed	All staff have completed
Planner	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
Senior Care Worker	2	0	0
Care Worker	44	0	0
Planner	2	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	0	7
Planner	0	0

Full time v part time information

Role type	No. of full time staff	No. of part time staff
Manager	1	0
Senior Care Worker	0	2
Care Worker	0	51
Planner	2	0

Staff qualifications

Role type	Hold required qualification	Working towards required qualification - not apprenticeship
Manager	1	0
Senior Care Worker	1	1
Care Worker	17	34
Planner	2	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7-3 or 3-10 10 hours of office duties per week
Care Worker	7-3 = 26, staff 3-10 =13 staff