

Cardiff & Vale Caring 4 U 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.

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Provider: Cardiff & Vale Caring 4 U Limited

Provider summary

The provider was registered on:	17/12/2018
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.	Care staff complete a structured training program from start of their employment which has a blended learning focus from face to face, classroom, in the community and e-learning. Staff also attended external training in key subjects related to health and social care organised by the LA. Staff are encouraged to attend additional training courses throughout the year that is of interest to them. Training needs are discussed with staff during supervisions. Training is tracked on the training matrix.
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	Staff are safely recruited through strict selection & vetting processes , including migrant workers . We follow robust recruitment ensuring rigorous pre-employment checks are completed. We follow regulations/guidelines set by the Home Office, CIW & L.A. We recruit staff that share our Values & Ethos. We select those to be right fit for the role. Retention is achieved by valuing staff, fair pay, consistent support, feedback surveys, recognition awards, caring for their Mental Health & Wellbeing.

Regulated services delivered by this provider

Service name	Service type	Type of care
Caremark Cardiff & The Vale	Domiciliary Support Service	None

Service: Caremark Cardiff & The Vale

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	17/12/2018
Maximum number of places	0
Partnership Area	Cardiff and Vale
Service Conditions	<ul style="list-style-type: none">Cardiff & Vale Caring 4 U Limited is registered to provide a domiciliary support service in Cardiff and Vale regional partnership areaThe responsible individual for this service is Sharanjit Kaur Dhaliwal
How many people in total did the service provide care and support to during the last financial year?	195

Service management

Responsible Individual(s)	Sharanjit Dhaliwal
Manager(s)	Sharanjit Dhaliwal

Service contact details

Service Telephone Number	01446327108
Service Contact Email Address	cardiff@caremark.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>Arrangements have been both formal & informal when consulting of people takes place. This approach ensures people feel they are being listened to & their needs wishes preferences are being met. We value the importance of seeking people's views & offer a service that is flexible. We consult people before we commence their package of care to do a detailed Initial Assessment, which forms the Personal Plan. People & their representatives are involved at least every 3 months to review their current care, ask questions to make any changes. This enables the service to keep all information up to date & staff to act on any changes promptly. We ensure people's choices & wishes are known & respected. We do telephone monitoring and send out feedback surveys to people & their representatives. This gives insight into how our service is performing & an opportunity to make any improvements after analysing the data. Findings are shared with our staff. RI visits people's homes, 3 monthly for feedback.</p>

Compliance and quality statement

<p>Not Inspected - Strong Internal Checks</p> <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>
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£25.59
The maximum hourly rate payable during the last financial year?	£32.50

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)	75
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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	3	0
Care Worker	60	0
Planner	2	0
Other Staff	2	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
Planner	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
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
Planner	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
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
Planner	Not relevant to this staff group	All staff have completed
Other Staff	Not relevant to this staff group	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
Planner	All staff have completed	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	Not relevant to this staff group
Deputy Manager	All staff have completed	Not relevant to this staff group
Supervisory Staff (not providing direct care)	All staff have completed	Not relevant to this staff group
Senior Care Worker	All staff have completed	All staff have completed
Care Worker	Working towards all staff completing	All staff have completed
Planner	Not relevant to this staff group	Not relevant to this staff group
Other Staff	Not relevant to this staff group	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
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	3	0	0
Care Worker	56	0	0
Planner	2	0	0
Other Staff	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
Deputy Manager	0	0
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	4
Planner	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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	3	0
Care Worker	49	11
Planner	2	0
Other Staff	2	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
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	1	2
Care Worker	8	26
Planner	2	0
Other Staff	0	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	0
Care Worker	0	0
Planner	0	0
Other Staff	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	7am to 2pm and 4pm to 10pm- 2 staff
Care Worker	Morning Run 7am-2pm- 24 staff Evening Run 4pm-10pm- 22 staff - Afternoon Run 2pm-4pm- 4 staff 24 Hour Live in Care 2 Staff