

# TAM Gofal 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: TAM Gofal Ltd](#)

[Provider summary](#)

[Training and workforce planning arrangements](#)

[Regulated services delivered by this provider](#)

### [Service: TAM Gofal - Caremark Swansea](#)

[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: TAM Gofal Ltd

---

### Provider summary

The provider was registered on:	21/06/2024
The following lists the provider conditions:	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>	The service has systems to identify and meet staff training needs through induction, supervision, spot checks and performance monitoring. Staff complete mandatory and role-specific training via e-learning, practical sessions and external courses. A training matrix tracks compliance. Supervisions are held every 12 weeks, with a target of every 8 weeks, to review performance and identify development needs, ensuring staff remain competent and confident.
<b>Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.</b>	The service uses a range of recruitment methods, including online platforms, its website and support from a recruitment specialist, Care Social Network. Safe recruitment practices are followed in line with Regulation 35. The service promotes retention through competitive pay, flexible working arrangements and recognition schemes such as employee of the month. Exit interviews are completed to gather feedback and inform service improvements.

### Regulated services delivered by this provider

Service name	Service type	Type of care
TAM Gofal - Caremark Swansea	Domiciliary Support Service	None

## Service: TAM Gofal - Caremark Swansea

### Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	21/06/2024
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none"><li>TAM Gofal Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership area</li><li>The responsible individual for this service is Richard Rees</li></ul>
How many people in total did the service provide care and support to during the last financial year?	33

### Service management

Responsible Individual(s)	Richard Rees
Manager(s)	India-Annelisse Smith

### Service contact details

Service Telephone Number	<a href="tel:01792709436">01792709436</a>
Service Contact Email Address	<a href="mailto:swansea@caremark.co.uk">swansea@caremark.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>Caremark ensures service users and their representatives have regular opportunities to provide feedback and influence service delivery. A telephone monitoring questionnaire is completed on the seventh day after care begins to identify any early concerns and confirm satisfaction. Care plan reviews are carried out with the client and/or their representative to ensure care remains person-centred and responsive to changing needs. Formal client surveys are issued every six months to gather structured feedback on service quality. Spot checks by the Field Care Supervisor monitor staff performance and provide further opportunities for clients to share positive feedback or raise concerns. The Responsible Individual undertakes statutory visits every three months in line with Regulation 73. The Care Manager also maintains a strong community presence, building trusting relationships and encouraging open, ongoing feedback.</p>
--

### Compliance and quality statement

<p><b>Inspected - Delivering Quality Care</b></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?	£26.32
The maximum hourly rate payable during the last financial year?	£36.53

### Complaints processed by the service

Total number of formal complaints made during the last financial year	3
Number of active complaints outstanding	0
Number of complaints upheld	1
Number of complaints partially upheld	0
Number of complaints not upheld	2

### Staff working at the service

#### Staff summary

The total number of full time equivalent posts at the service (as at 31 March)	3
--	---

#### 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	15	6

### 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	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	13

### 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)	1	0
Care Worker	7	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
Supervisory Staff (not providing direct care)	1	0
Care Worker	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
Supervisory Staff (not providing direct care)	0	0
Care Worker	0	0

### Typical shift patterns

Role type	Typical shift patterns
Care Worker	06:45am-14:30pm. 15:45-22:15pm. 6 Staff per day.