

Aylecare 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.

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Provider: Aylecare Ltd

Provider summary

The provider was registered on:	06/03/2019
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>We confirm that all staff have completed their AWIF induction and Manual Handling and any specialised training needed training about a certain condition prior to working with our service users. All new staff have to complete medication training each training session allows them to be able to do certain tasks like apply cream, eye drops, Nomad boxes and then MAR chart medication.</p> <p>Our System generates reminders for staff to complete annual refresher updates when as and when required.</p>
Arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider.	<p>This remains the same process as previous years we advertise on social media and we attend Job fairs in the areas that we provide care in. We continue to operate a successful refer a friend scheme. We have a carer of the month scheme wher staff are nominated and reasons are given as to why they feel they deserve the award, then management mark them on a scoring chart. the carer who wins will recieve special reconition for their work and recieve prize and a trophy they get to keep.</p>

Regulated services delivered by this provider

Service name	Service type	Type of care
Aylecare Domiciliary Services	Domiciliary Support Service	None

Service: Aylecare Domiciliary Services

Service summary

Service Type	Domiciliary Support Service
Type of Care	None
Approval Date	06/03/2019
Maximum number of places	0
Partnership Area	West Glamorgan
Service Conditions	<ul style="list-style-type: none">Aylecare Ltd is registered to provide a domiciliary support service in West Glamorgan regional partnership areaThe responsible individual for this service is Helen Marie Carmichael
How many people in total did the service provide care and support to during the last financial year?	188

Service management

Responsible Individual(s)	Helen Carmichael
Manager(s)	Helen Carmichael

Service contact details

Service Telephone Number	01792895150
Service Contact Email Address	info@aylecare.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

Reg 73 RI visits, initial 6 week and subsequent quarterly reviews, monitoring visits, Reg 80 Quality Assurance questionnaires, phone calls and emails as and when.
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Compliance and quality statement

Inspected - Areas for Improvement Care Inspectorate Wales inspected our service during the reporting period and highlighted areas where we needed to strengthen our approach to meet the required standards under section 27(1) of the 2016 Act. We are working to make improvements, so people receive the best possible care and support. Our ongoing reviews help us keep improving and ensure people's experiences remain positive.
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Fees charged by the service

The minimum hourly rate payable during the last financial year?	£28
The maximum hourly rate payable during the last financial year?	£56

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)	52
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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	5	0
Care Worker	58	0
Planner	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
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

Equality, Diversity & Human Rights and Infection, prevention & control

Role type	Equality, Diversity & Human Rights	Infection, prevention & control
Manager	No staff have yet completed	All staff have completed
Deputy Manager	No staff have yet completed	All staff have completed
Supervisory Staff (not providing direct care)	No staff have yet completed	All staff have completed
Senior Care Worker	No staff have yet completed	All staff have completed
Care Worker	No staff have yet completed	All staff have completed
Planner	No staff have yet 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	All staff have completed	All staff have completed

Medicine Management and Dementia

Role type	Medicine Management	Dementia
Manager	All staff have completed	Working towards all staff completing
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

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	Working towards all staff completing	Working towards all staff completing
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
Deputy Manager	1	0	0
Supervisory Staff (not providing direct care)	1	0	0
Senior Care Worker	0	0	0
Care Worker	0	0	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	0	5
Care Worker	0	58
Planner	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	5	0
Care Worker	19	39
Planner	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	1	0
Supervisory Staff (not providing direct care)	1	0
Senior Care Worker	2	0
Care Worker	22	0
Planner	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
Supervisory Staff (not providing direct care)	0	0
Senior Care Worker	3	0
Care Worker	10	0
Planner	0	0

Typical shift patterns

Role type	Typical shift patterns
Senior Care Worker	Don't use shift patterns
Care Worker	Don't use shift patterns